



US009069597B2

(12) **United States Patent**
Shirae et al.

(10) **Patent No.:** **US 9,069,597 B2**
(45) **Date of Patent:** **Jun. 30, 2015**

(54) **OPERATION MANAGEMENT DEVICE AND METHOD FOR JOB CONTINUATION USING A VIRTUAL MACHINE**

(75) Inventors: **Toshiyuki Shirae**, Kanazawa (JP);
Masahiro Tamura, Kanazawa (JP);
Hideyuki Kametani, Kanazawa (JP);
Yoshihiro Mizuuchi, Kanazawa (JP)

(73) Assignee: **FUJITSU LIMITED**, Kawasaki (JP)

(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 457 days.

(21) Appl. No.: **12/972,680**

(22) Filed: **Dec. 20, 2010**

(65) **Prior Publication Data**

US 2011/0154332 A1 Jun. 23, 2011

(30) **Foreign Application Priority Data**

Dec. 22, 2009 (JP) 2009-291388

(51) **Int. Cl.**

G06F 9/455 (2006.01)

G06F 11/00 (2006.01)

(52) **U.S. Cl.**

CPC .. **G06F 9/45558** (2013.01); **G06F 2009/45575** (2013.01)

(58) **Field of Classification Search**

None

See application file for complete search history.

(56) **References Cited**

U.S. PATENT DOCUMENTS

7,779,297 B2 8/2010 Nishii et al.
8,307,239 B1 * 11/2012 Keith, Jr. 714/4.11

2005/0108593	A1 *	5/2005	Purushothaman et al.	714/4
2006/0155912	A1 *	7/2006	Singh et al.	711/6
2007/0174658	A1 *	7/2007	Takamoto et al.	714/4
2007/0192765	A1 *	8/2007	Shimogawa et al.	718/1
2008/0098154	A1 *	4/2008	Traut et al.	711/6
2008/0294933	A1 *	11/2008	Nishii et al.	714/5
2009/0113109	A1 *	4/2009	Nelson et al.	711/6
2009/0276772	A1 *	11/2009	Garrett et al.	718/1
2010/0058342	A1 *	3/2010	Machida	718/1
2010/0107158	A1 *	4/2010	Chen et al.	718/1
2010/0325471	A1 *	12/2010	Mishra et al.	714/3

FOREIGN PATENT DOCUMENTS

JP	2007-219757	A	8/2007
JP	2008-293245	A	12/2008

OTHER PUBLICATIONS

Japanese Office Action mailed Nov. 12, 2013 for corresponding Japanese Application No. 2009-291388, with Partial English-language Translation.

* cited by examiner

Primary Examiner — Tammy Lee

(74) *Attorney, Agent, or Firm* — Fujitsu Patent Center

(57) **ABSTRACT**

When hardware failure occurs in an operation device, a provisional job executing unit of a virtual machine is allowed to temporarily execute a job until setup of a spare device as an alternative job execution device is completed. Start of operation of the virtual machine is performed in a short time by shift from a suspending state to an operating state. Therefore, execution of the job is not stopped by the hardware failure of the operation device and it is possible to improve continuity of the job and improve reliability of a redundant configuration of the job execution device in which the spare device is associated with the operation device.

16 Claims, 13 Drawing Sheets

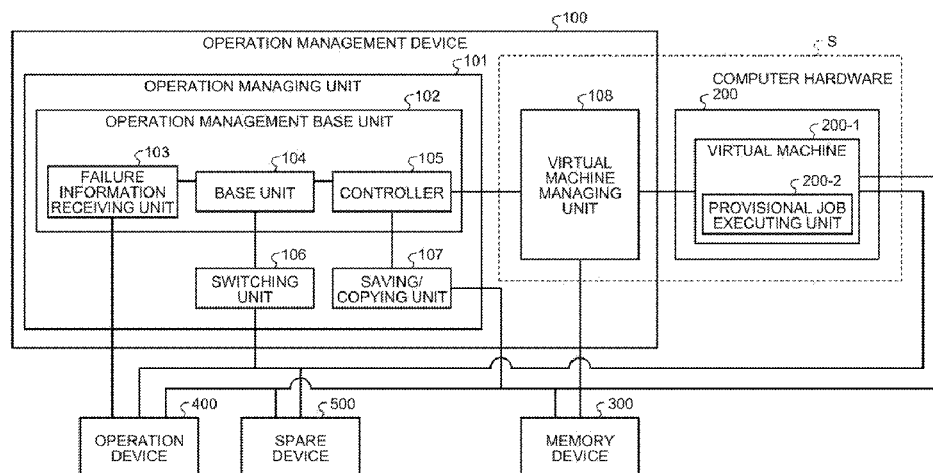


FIG. 1

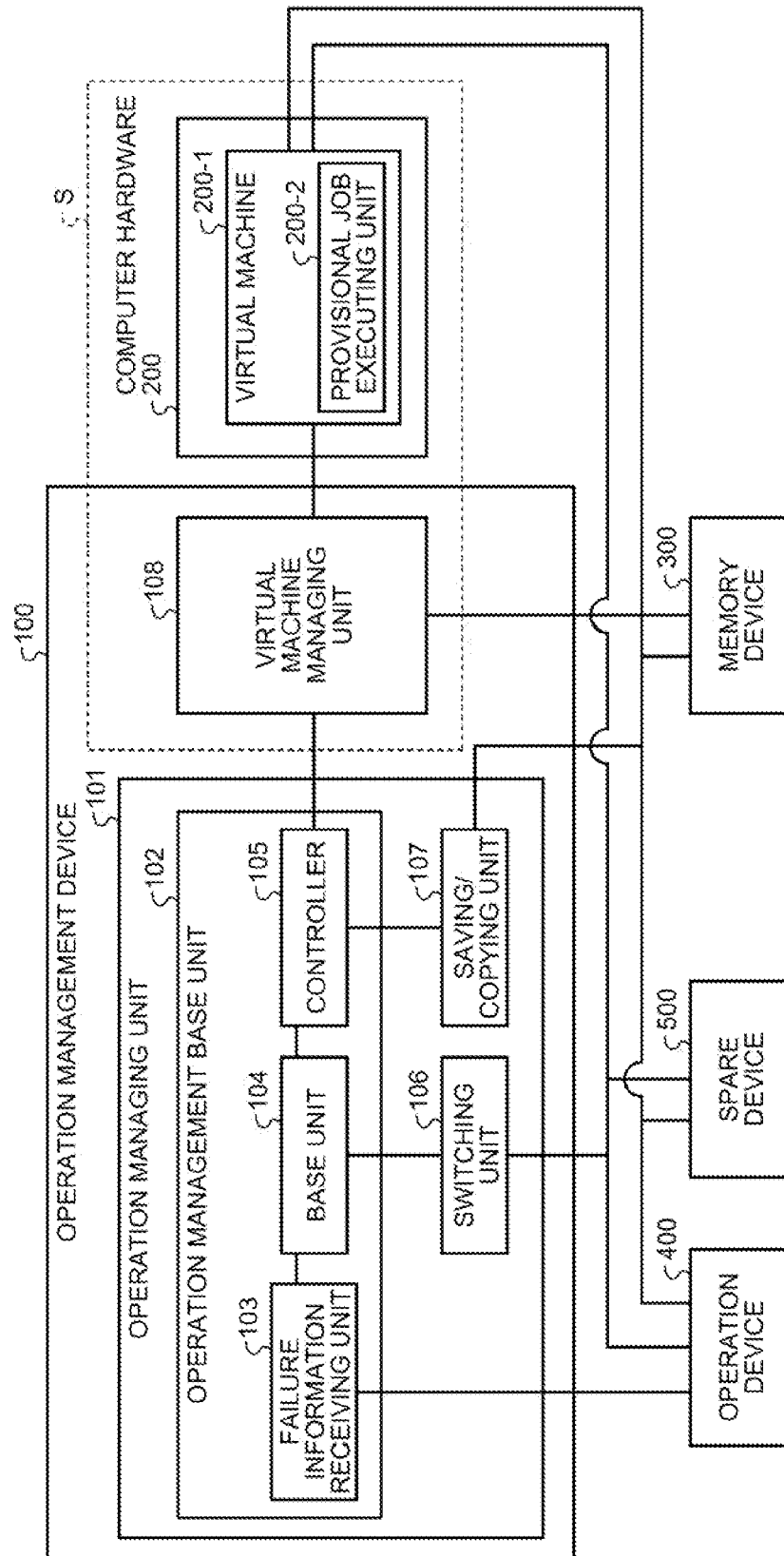


FIG. 2

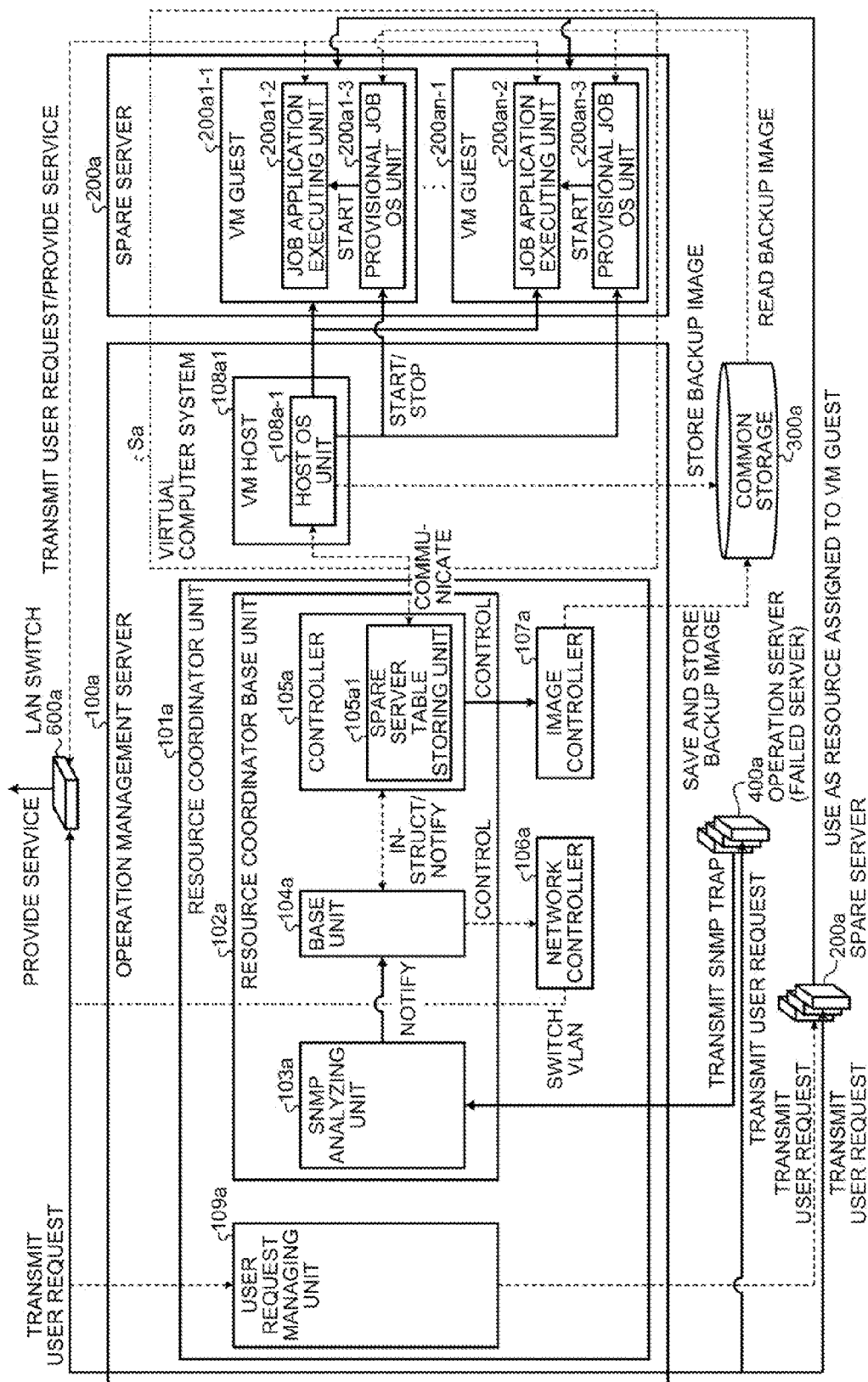


FIG. 3

SPARE SERVER NAME	ORIGINAL SERVER NAME BEFORE SWITCHING	BACKUP IMAGE NAME	PROVISIONAL JOB FLAG
spare_server01	server01	backup_imageA	TRUE
spare_server02	server02	backup_imageB	TRUE
spare_server03	server03	-	FALSE
spare_server04	server04	-	FALSE
spare_server05	server05	backup_imageE	FALSE

FIG. 4

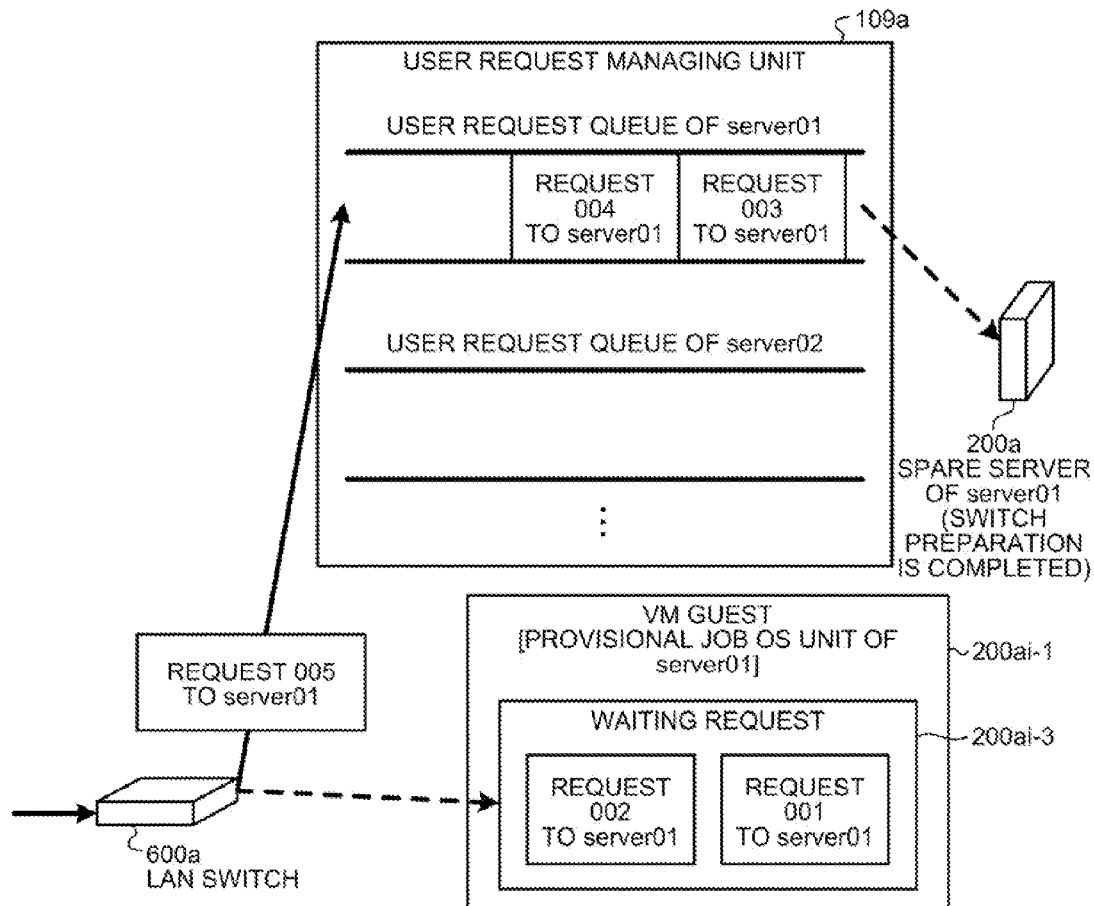


FIG.5

```
name = "rhel53"
uuid = "7bb247b0-9787-3251-11f9-3196759427c2"
maxmem = 1024
memory = 1024
vcpus = 1
builder = "hvm"
kernel = "/usr/lib/xen/boot/hvmloader"
boot = "c"
pae = 0
acpi = 1
apic = 1
localtime = 1
on_poweroff = "destroy"
on_reboot = "restart"
on_crash = "restart"
device_model = "/usr/lib/xen/bin/qemu-dm"
sdl = 0
vnc = 1
vncunused = 1
disk = [ "backup_imageA" ]
vif = [ "mac=00:16:3e:5a:e9:91,bridge=xenbr1" ]
serial = "pty"
```


FIG. 6

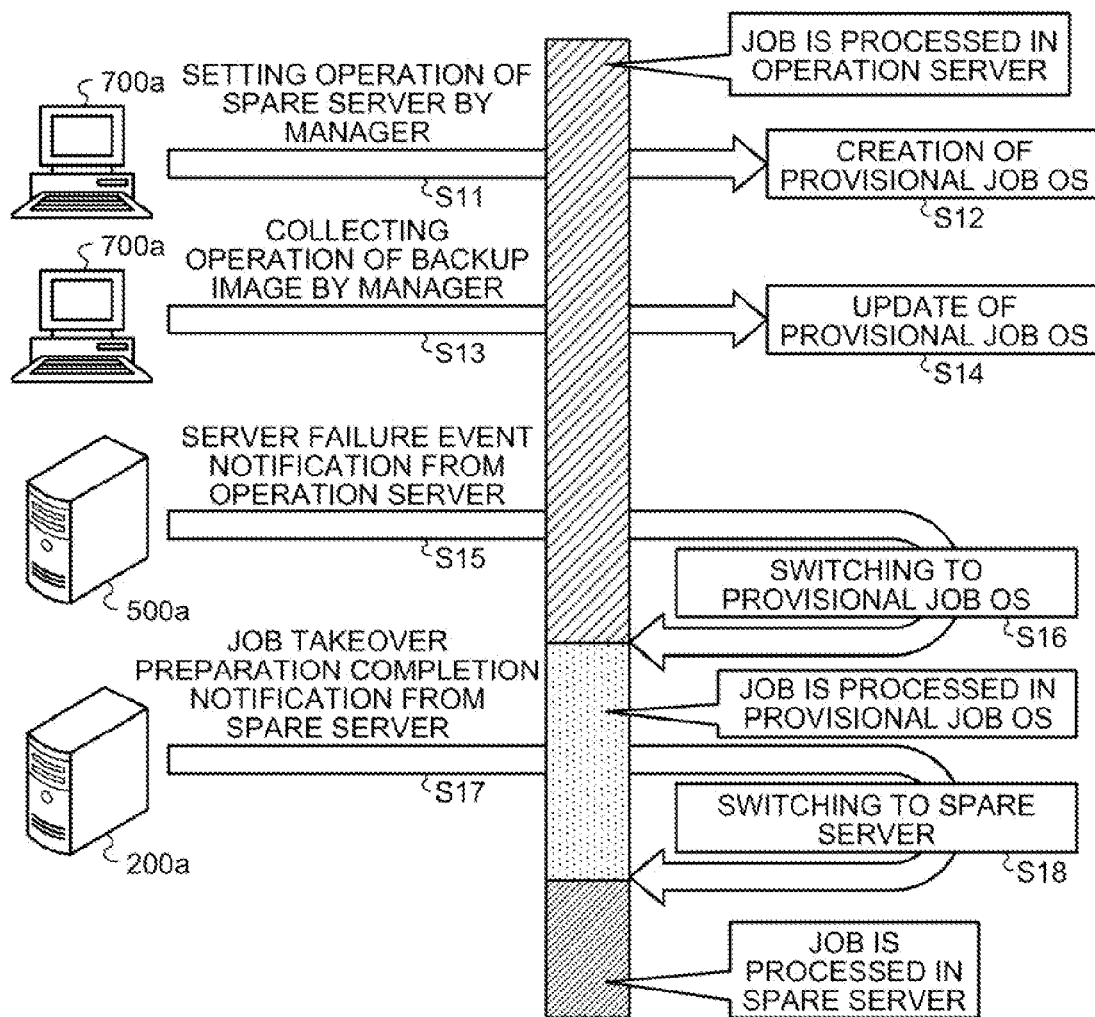


FIG. 7

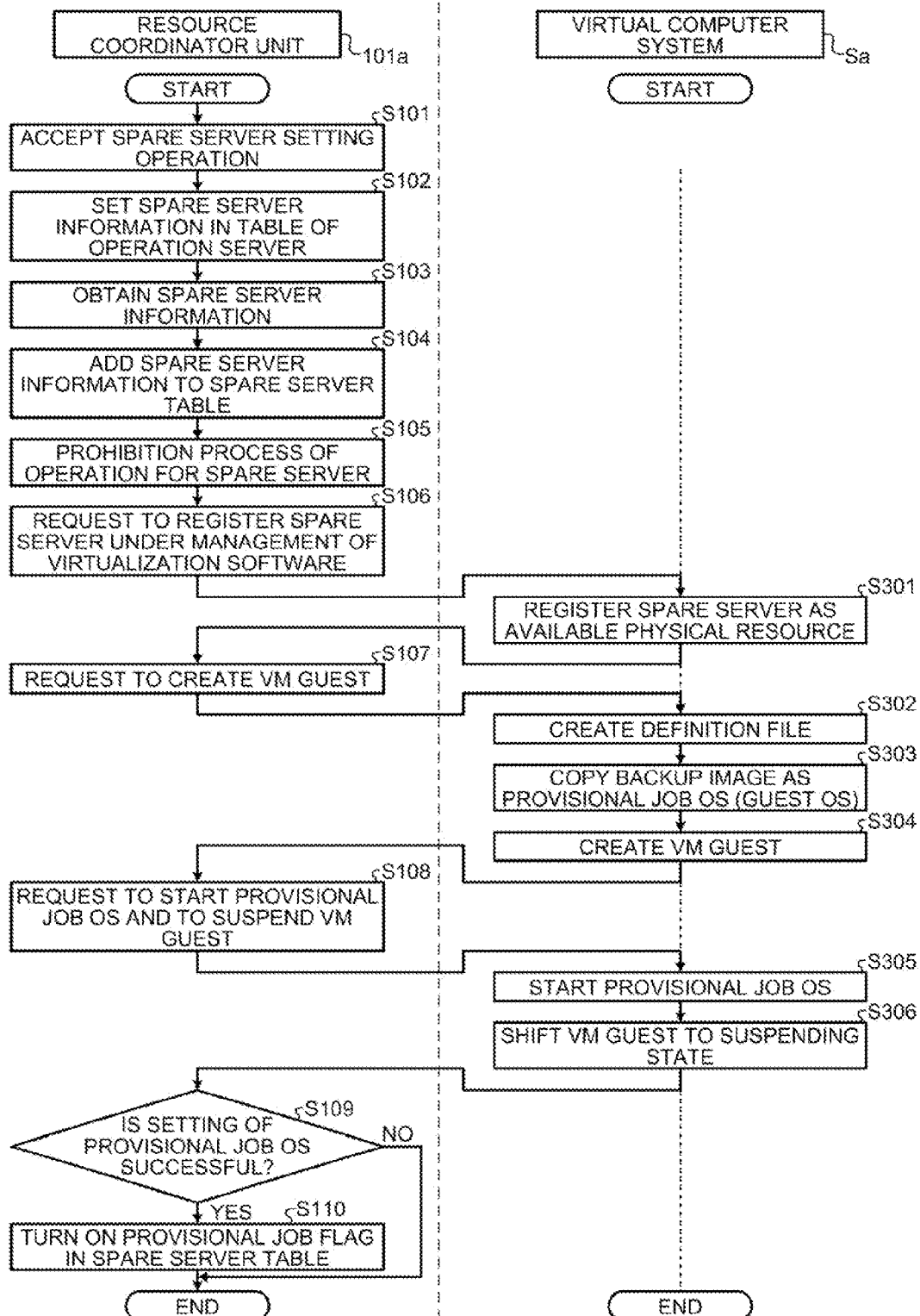


FIG. 8

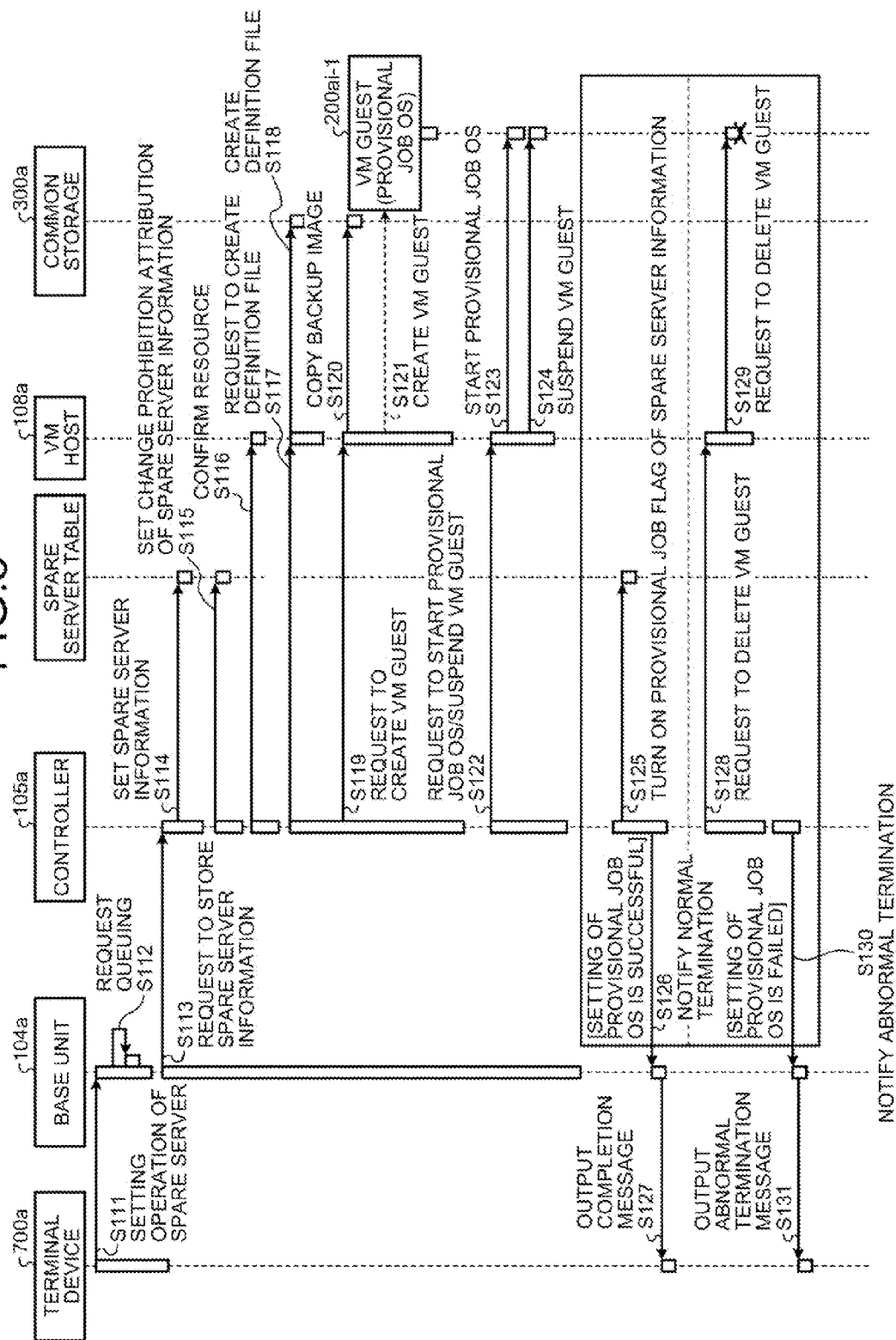


FIG. 9

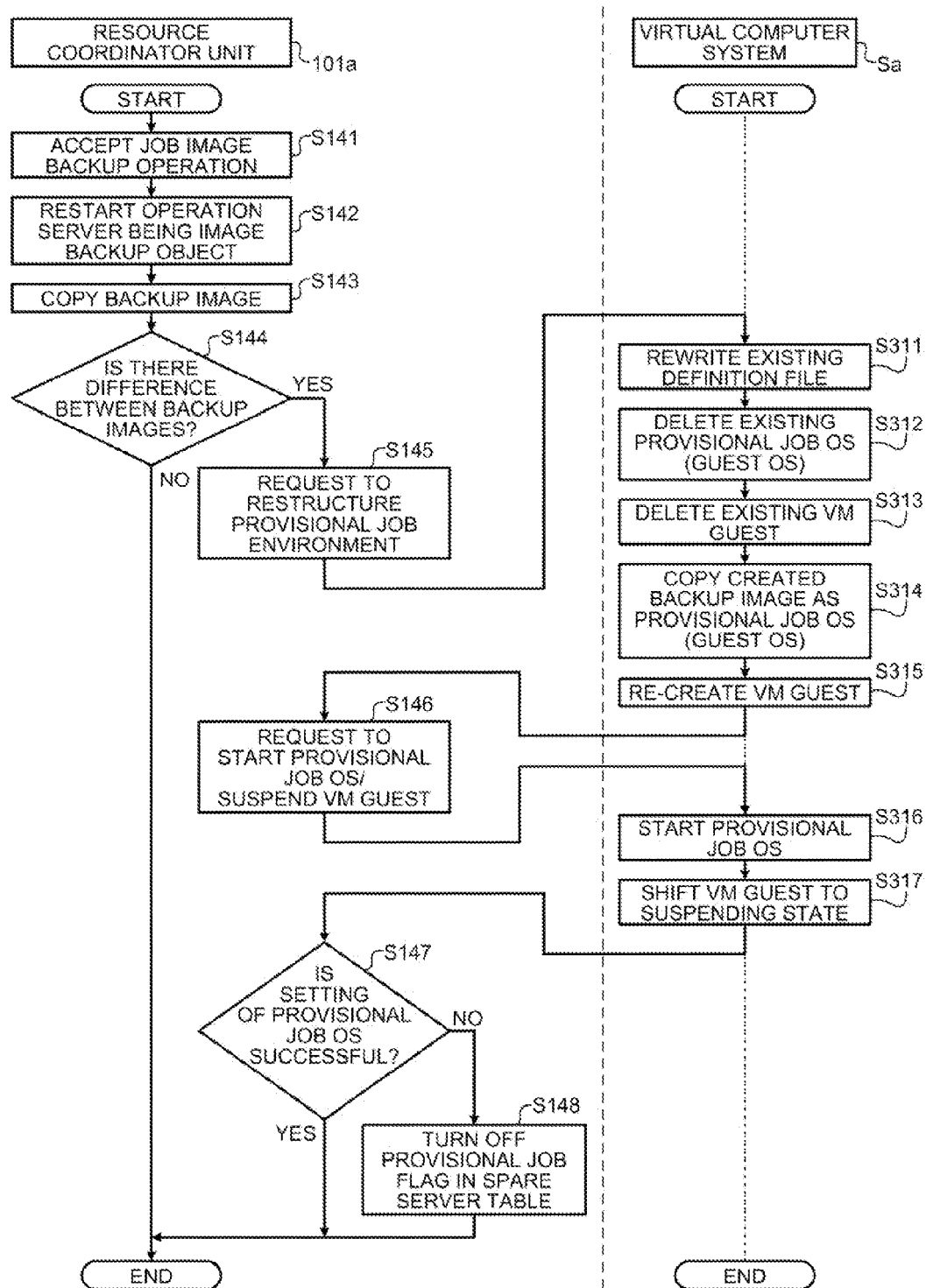


FIG. 10

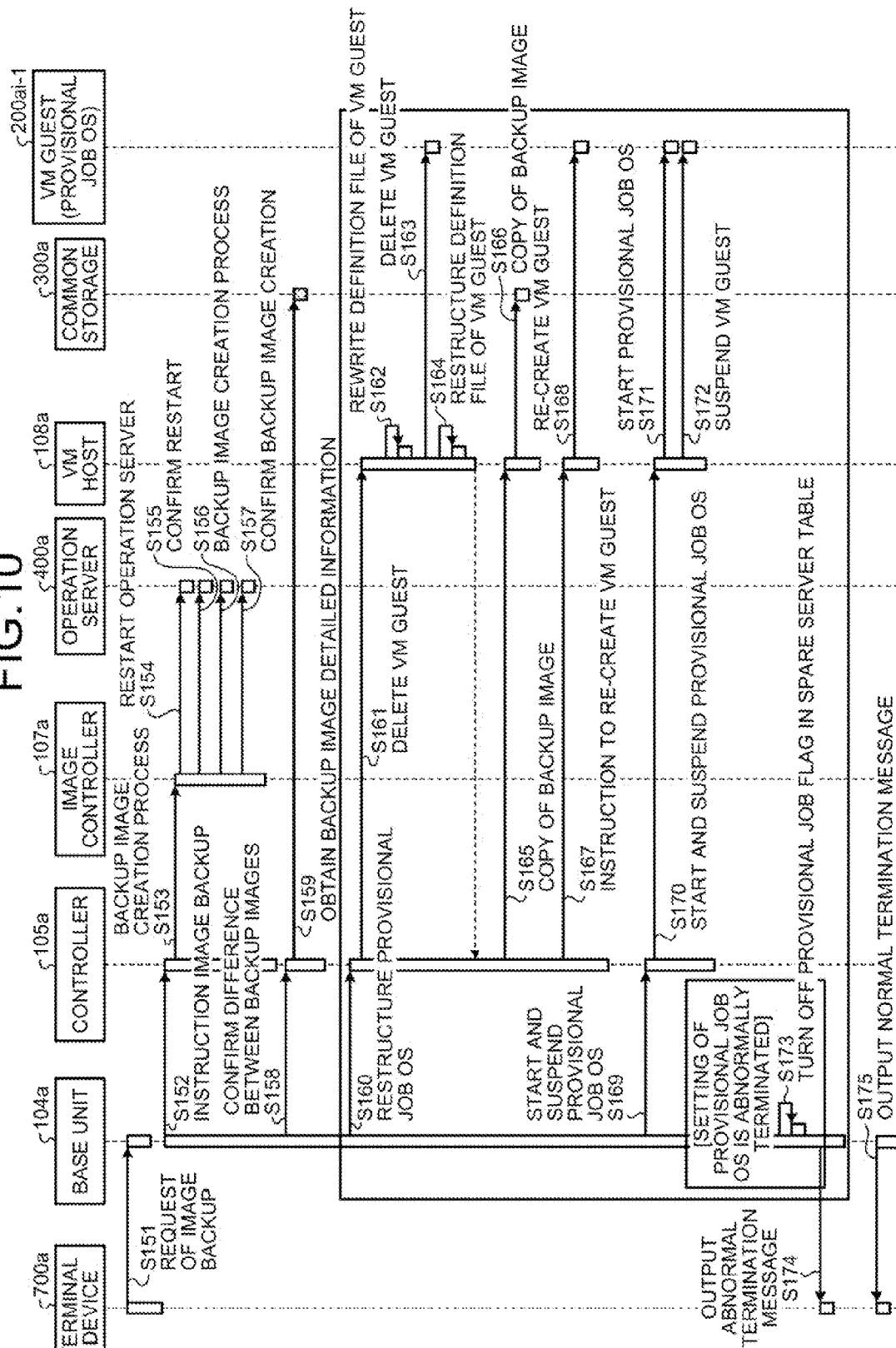


FIG. 11

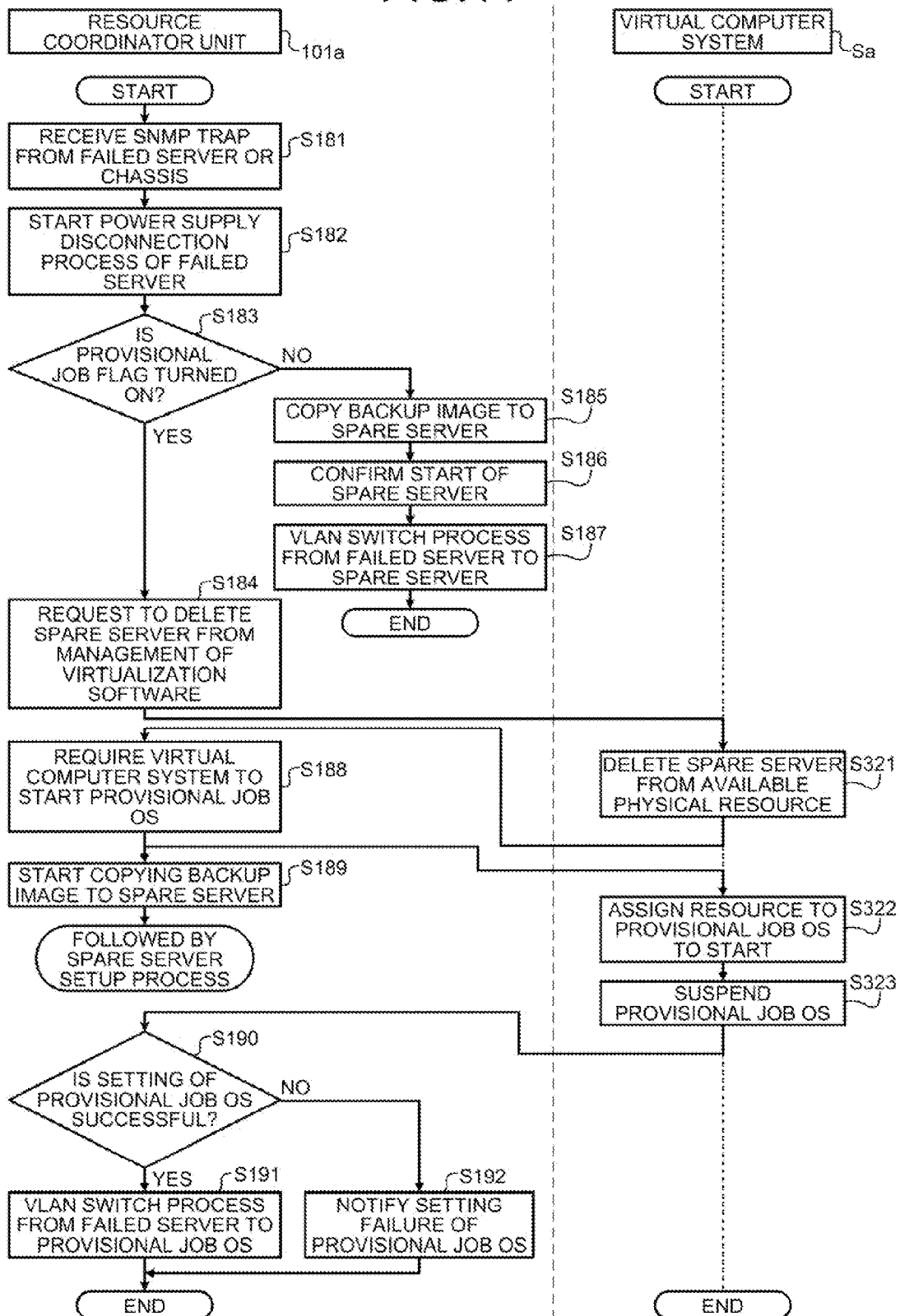


FIG. 13

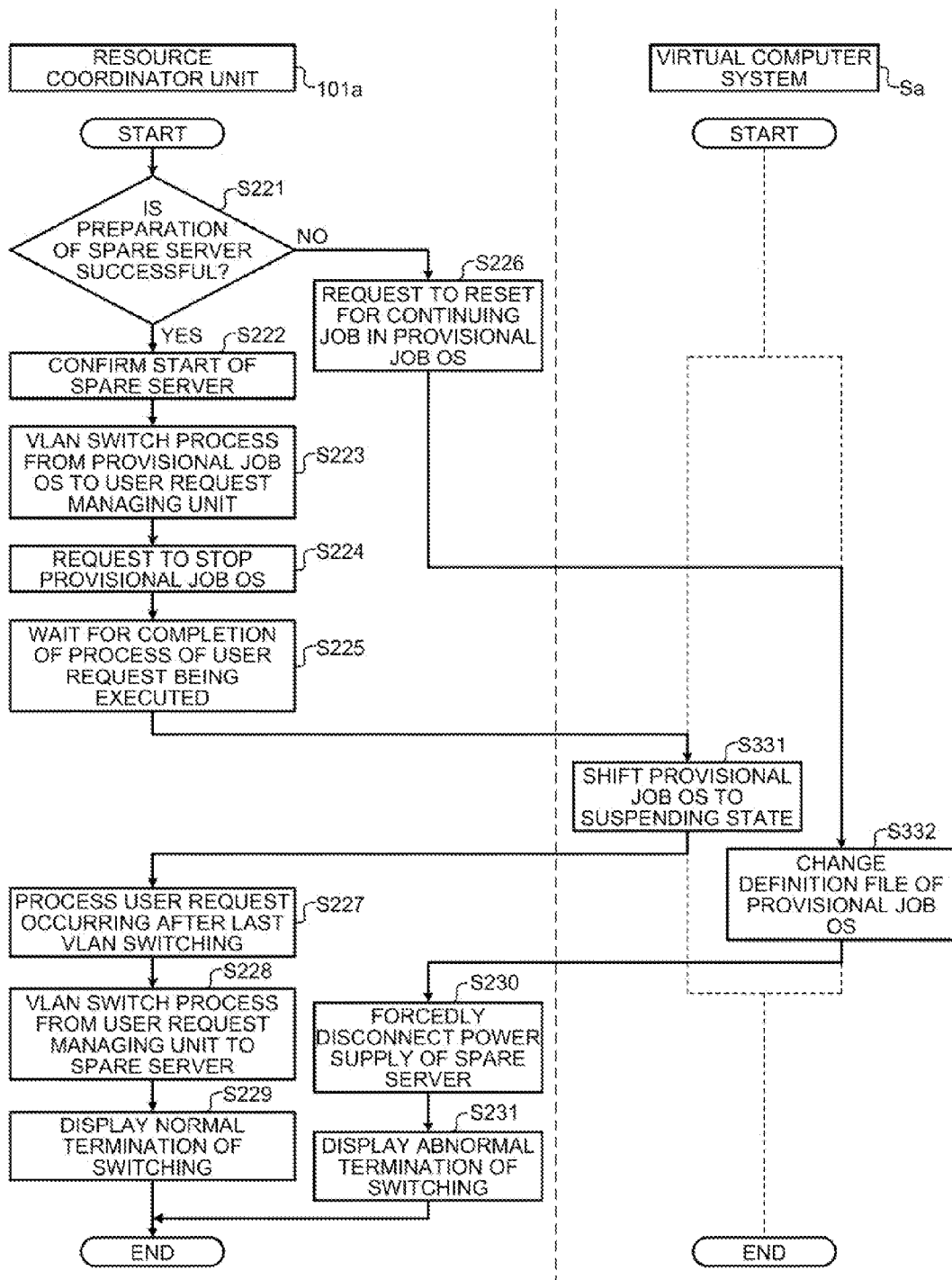
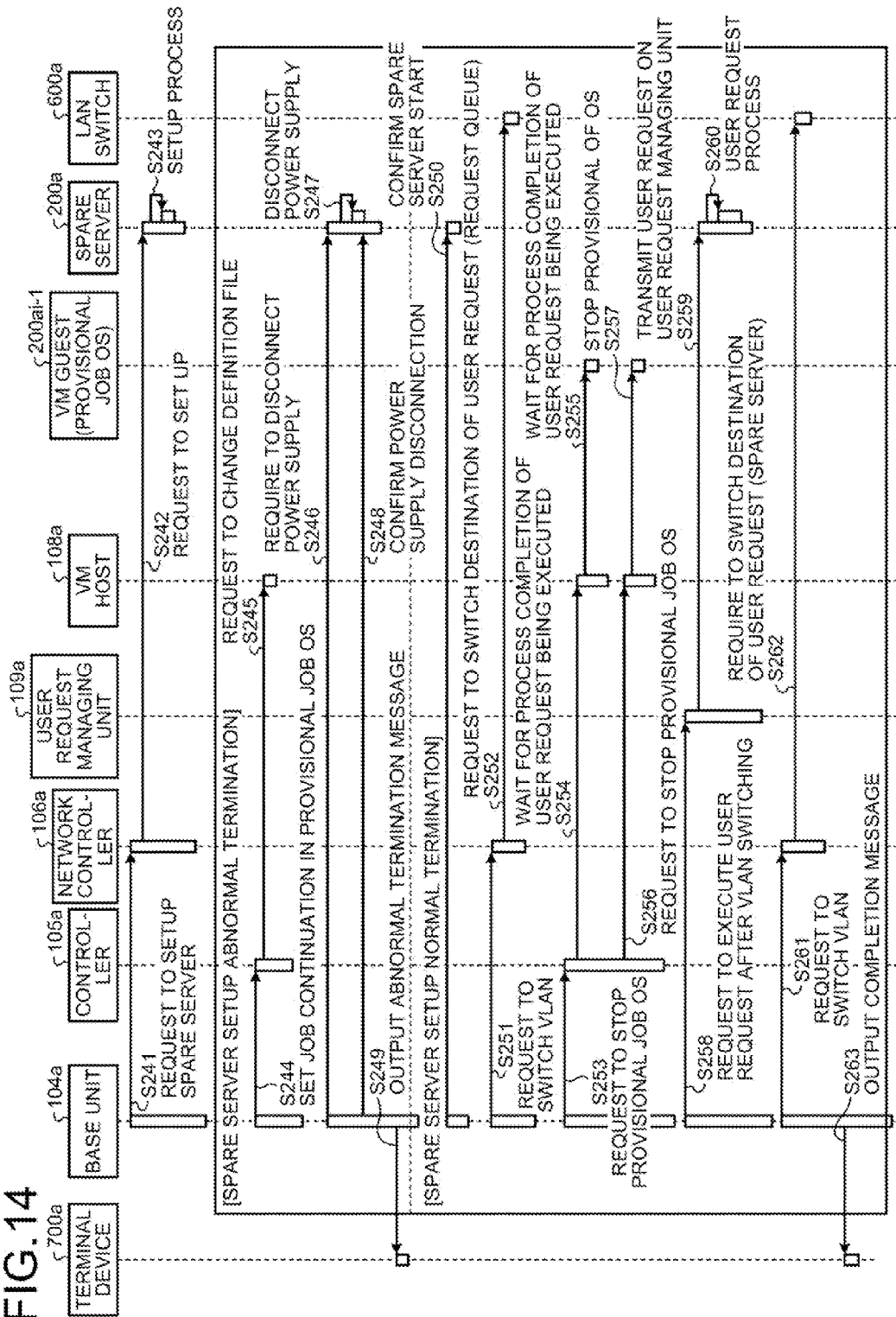


FIG. 14



1

OPERATION MANAGEMENT DEVICE AND METHOD FOR JOB CONTINUATION USING A VIRTUAL MACHINE

CROSS-REFERENCE TO RELATED APPLICATION

This application is based upon and claims the benefit of priority of the prior Japanese Patent Application No. 2009-291388, filed on Dec. 22, 2009, the entire contents of which are incorporated herein by reference.

FIELD

The embodiments discussed herein are directed to an operation management device and an operation management method.

BACKGROUND

A redundant configuration method of an operation server in which a spare server is set in advance for an operation server for executing a job and the spare server is allowed to automatically take over the job executed by the operation server in a case in which failure occurs in the operation server is conventionally known. Also, a method of realizing the operation server and the spare server on a virtual machine is known. The virtual machine is a virtual electronic computer in which computer hardware of a virtual computer system is logically divided and each of them operates independently.

When the operation server and the spare server are realized on the virtual machine, an operating system (OS) of the virtual machine of an operation system for executing the job is copied in advance to memory means of a spare virtual machine. The spare virtual machine has the same function as the virtual machine of the operation system by being operated by the OS copied to the memory means. Then, the spare virtual machine takes over the job performed by the virtual machine of the operation system when the failure occurs in the OS of the virtual machine of the operation system.

Patent Document: Japanese Laid-open Patent Publication No. 2007-219757

In the conventional art, the virtual machine of the operation system and the spare virtual machine operate on the same hardware. Therefore, when the occurred failure is attributed to the hardware, it is required to continue the job by allowing different hardware to take over the job as the spare server.

However, switching from the virtual machine of the operation server or the operation system to the spare server is accompanied with a copy process of the OS from the virtual machine of the operation server or the operation system to the spare server. Then, after the copy process of the OS is terminated, the spare server operates. Since the copy process of the OS takes a lot of time, the job stops during the same. Therefore, in a system in which continuity of the job is important, the continuity of the job is not sufficiently assured.

SUMMARY

According to an aspect of an embodiment of the invention, an operation management device includes a saving and copying unit that saves and copies a job execution environment operating in an operation device for executing job to a predetermined memory device; a creation instructing unit that instructs a virtual machine management device to create a virtual machine in which the job execution environment saved and copied to the predetermined memory device by the

2

saving and copying unit operates on predetermined computer hardware; a suspension shift instructing unit that instructs the virtual machine management device to start the virtual machine created on the predetermined computer hardware by the virtual machine management device according to the instruction of the creation instructing unit and thereafter shift the virtual machine to a suspending state; a failure information receiving unit that receives failure information transmitted from the operation device when failure occurs in the operation device; an operation shift instructing unit that instructs the virtual machine management device to shift the virtual machine shifted to the suspending state by the virtual machine management device according to the instruction of the suspension shift instructing unit to an operating state in which the job execution environment operates when the failure information from the operation device is received by the failure information receiving unit; and a switching unit that switches from the operation device to the virtual machine shifted to the operating state by the virtual machine management device according to the instruction of the operation shift instructing unit to continue execution of the job.

The object and advantages of the embodiment will be realized and attained by means of the elements and combinations particularly pointed out in the claims.

It is to be understood that both the foregoing general description and the following detailed description are exemplary and explanatory and are not restrictive of the embodiment, as claimed.

BRIEF DESCRIPTION OF DRAWINGS

FIG. 1 is a functional block diagram illustrating a configuration of an operation management device according to a first embodiment;

FIG. 2 is a functional block diagram illustrating a configuration of an operation management server according to a second embodiment;

FIG. 3 is a view illustrating a spare table server according to the second embodiment;

FIG. 4 is a view illustrating an outline of a management method of a user request in a user request managing unit according to the second embodiment;

FIG. 5 is a view illustrating a definition file of a VM guest according to the second embodiment;

FIG. 6 is a view illustrating an outline of a process according to the second embodiment;

FIG. 7 is a flowchart illustrating a procedure of a provisional job preparation process according to the second embodiment;

FIG. 8 is a sequence diagram illustrating the provisional job preparation process according to the second embodiment;

FIG. 9 is a flowchart illustrating a procedure of a provisional job environment update process according to the second embodiment;

FIG. 10 is a sequence diagram illustrating the provisional job environment update process according to the second embodiment;

FIG. 11 is a flowchart illustrating a procedure of a provisional job start process according to the second embodiment;

FIG. 12 is a sequence diagram illustrating the provisional job start process according to the second embodiment;

FIG. 13 is a flowchart illustrating a procedure of a process after completion of spare server preparation according to the second embodiment; and

FIG. 14 is a sequence diagram illustrating the process after the completion of the spare server preparation according to the second embodiment.

DESCRIPTION OF EMBODIMENTS

Preferred embodiments of the present invention will be explained with reference to accompanying drawings. In the following embodiments, an operation management device manages operation of an operation system device (hereinafter, referred to as an "operation device" or an "operation server") and a spare system device (hereinafter, referred to as a "spare device" or a "spare server").

The operation device is a device for executing a job. The spare device is a device for taking over the job executed by the operation device to execute when hardware failure occurs in the operation device. The operation management device switches a "job execution device" for executing the job from the operation device to the spare device to continue the job when the hardware failure occurs in the operation device. The operation management device, the operation device, and the spare device are servers, for example.

The job includes real-time processing executed by the operation device upon request of a terminal device or batch processing executed by the operation device according to predetermined schedule. For example, when taking a financial institution as an example, the job is intended to mean various pieces of processing in an accounting system including an online system in which an automated teller machine (ATM) is the terminal device and an accounting server is the operation device.

Meanwhile, in the following embodiments, a case in which the operation device and the spare device execute the job without processing of data stored in a memory device represented by a storage device is taken as an example. However, it is not a limitation, and the operation device and the spare device may also execute the job with the processing of the data. The following embodiments do not limit disclosed technology.

[a] First Embodiment

Configuration of Operation Management Device According to First Embodiment

FIG. 1 is a functional block diagram illustrating a configuration of the operation management device according to a first embodiment. As illustrated in FIG. 1, an operation management device 100 according to the first embodiment is connected to computer hardware 200 in which a virtual machine 200-1 may operate.

A memory device 300 being the storage device is connected to the operation management device 100. An operation device 400 for executing the job and a spare device 500 of the operation device 400 are connected to the operation management device 100. The operation management device 100 manages operation of the operation device 400 and the spare device 500.

The memory device 300 is associated with the operation management device 100. The memory device 300 stores a job execution environment including an OS and an application of the job executed in the operation device 400 as a backup image. Meanwhile, the memory device 300 is accessed by a saving/copying unit 107 and a virtual machine managing unit 108 in which a host OS of virtualization software operates to be described later.

Meanwhile, although one operation device 400, one spare device 500 and one virtual machine 200-1 operating on the computer hardware 200 are illustrated in the first embodiment, the number is not limited to this.

The first embodiment merely describes an example of a combination of the spare device 500 associated with the operation device 400 and the virtual machine 200-1. One spare device may be associated with a plurality of operation devices. Meanwhile, one operation device is associated with one virtual machine operating on the computer hardware 200.

The operation management device 100 includes an operation managing unit 101 and the virtual machine managing unit 108. The operation managing unit 101 operates by operation of software referred to as a resource coordinator, for example. The operation managing unit 101 includes an operation management base unit 102, a switching unit 106, and the saving/copying unit 107. The operation management base unit 102 includes a failure information receiving unit 103, a base unit 104, and a controller 105.

Meanwhile, the virtual machine managing unit 108 is a kind of a virtual resource set built on the virtualization software operating in a virtual computer system S referred to as a virtual machine (VM) host.

The virtual resource set includes a virtual central processing unit (CPU), a virtual memory, and a virtual hard disk. The virtual CPU, the virtual memory, and the virtual hard disk are obtained by assigning a CPU as hardware, a memory represented by a random access memory (RAM), and a magnetic recorder represented by a hard disk to one virtual machine by logically dividing them.

The host OS operates on the VM host. The host OS monitors a VM guest, that is to say, the virtual machine 200-1 according to an instruction from the controller 105 of the operation management device 100 and controls the virtual machine 200-1 to start, stop, suspend and restart after suspension. The virtual machine managing unit 108 operates by the operation of the host OS.

On the other hand, relative to the VM host, the VM guest also is a kind of the virtual resource set built on the virtualization software operating in the virtual computer system S. The VM guest is the virtual machine operating under management of the VM host. A provisional job OS operates in the VM guest. When the hardware failure occurs in the operation device 400 associated with the provisional job OS, the provisional job OS temporarily takes over the execution of the job to process a processing request from a user. A provisional job executing unit 200-2 of the virtual machine 200-1 operates by the operation of the provisional job OS.

In the first embodiment, the virtual machine managing unit 108 operates on the operation management device 100, and on the other hand, the virtual machine 200-1 operates on the computer hardware 200 being the hardware different from the operation management device 100. The computer hardware 200 is the same hardware as the spare device 500.

In other words, the virtual computer system S includes the virtual machine managing unit 108 operating on the operation management device 100 and the virtual machine 200-1 operating on the computer hardware 200. However, this is not a limitation, and the virtual machine managing unit 108 may operate on hardware different from the operation management device 100, for example, on the computer hardware 200. Also, the computer hardware 200 may be hardware different from the spare device 500.

The failure information receiving unit 103 of the operation management base unit 102 receives failure information transmitted from a blade server included in the operation device 400 or hardware being a chassis. Then, the failure information receiving unit 103 analyzes the received failure information and specifies a type of failure occurring in the operation device 400 to notify the base unit 104 of this. The failure

information is notified as a simple network management protocol (SNMP) trap, for example.

The base unit **104** of the operation management base unit **102** receives various commands input from a graphical user interface (GUI) or a command line interface (CLI) of the terminal device not illustrated of a manager of the operation management device **100**. Then, the base unit **104** outputs an instruction to the controller **105** according to a result of analysis of the received various commands.

Specifically, the base unit **104** instructs the controller **105** to associate the spare device **500** with the operation device **400** according to operation of setting of the spare device input from the GUI or the CLI of the terminal device. The controller **105** records correspondence relationship between the operation device **400** and the spare device **500** in a predetermined table.

The base unit **104** instructs the saving/copying unit **107** through the controller **105** to save and copy the backup image of the operation device **400** to the memory device **300**. The saving/copying unit **107** saves and copies the backup image of the operation device **400** to the memory device **300** according to the instruction from the controller **105**. The controller **105** associates a file name of the backup image with the operation device **400** to record in the predetermined table.

Meanwhile, the controller **105** receives the instruction from the base unit **104** in the operation management base unit **102** to control the saving/copying unit **107** and communicate with the virtual machine managing unit **108**. The saving/copying unit **107** operates by operation of image control software, for example. The saving/copying unit **107** receives the instruction from the controller **105** in the operation managing unit **101** to perform the image backup (backup in a sector unit) and restoration of the OS for a device to be managed by the operation management device **100**.

The base unit **104** instructs the virtual machine managing unit **108** through the controller **105** to start the virtual machine **200-1** in which the backup image saved and copied to the memory device **300** operates on the computer hardware **200**. The virtual machine managing unit **108** starts the virtual machine **200-1** in which the backup image operates on the computer hardware **200** according to the instruction from the controller **105**.

Meanwhile, the virtual machine **200-1** includes the provisional job executing unit **200-2** for executing the backup image. Meanwhile, the virtual machine managing unit **108** starts the virtual machine **200-1** on the computer hardware **200**, and thereafter shifts the virtual machine **200-1** to a suspending state. When the start and the shift to the suspending state of the virtual machine **200-1** are normally completed, the virtual machine managing unit **108** notifies the controller **105** of normal completion.

The base unit **104** instructs the virtual machine managing unit **108** through the controller **105** to release the suspending state of the virtual machine **200-1** and shift the same to an operating state when it is judged that the hardware failure occurs in the operation device **400** based on the failure information transmitted from the hardware of the operation device **400**.

When the virtual machine managing unit **108** receives the instruction through the controller **105** to shift the virtual machine **200-1** to the operating state upon the occurrence of the hardware failure in the operation device **400**, this releases the suspending state of the virtual machine **200-1** and shifts the same to the operating state. In this manner, the provisional job executing unit **200-2** for executing the backup image operates in the virtual machine **200-1**.

Then, the base unit **104** instructs the switching unit **106** to switch a job execution device from the operation device **400** to the virtual machine **200-1** such that the provisional job executing unit **200-2** takes over the job in the operation device **400** to execute. When the switching unit **106** receives a switching instruction of the job execution device from the base unit **104**, this switches the job execution device from the operation device **400** to the virtual machine **200-1**.

Then, the base unit **104** instructs the controller **105** to set up the spare device **500**. The controller **105**, which receives the instruction to set up the spare device **500**, instructs the saving/copying unit **107** to copy the backup image of the operation device **400** saved and copied to the memory device **300** to the spare device **500**.

When the saving/copying unit **107** receives the instruction to copy the backup image, this copies the backup image of the operation device **400** saved and copied to the memory device **300** to the spare device **500**. When copy of the backup image of the operation device **400** to the spare device **500** is completed, the controller **105** starts the application of the job and the OS included in the backup image. When the start of the application of the job and the OS is normally completed in the spare device **500**, the controller **105** notifies the base unit **104** of the normal completion.

When the base unit **104** is notified of the normal completion of the start of the application of the job and the OS in the spare device **500**, this instructs the switching unit **106** to switch the job execution device from the virtual machine **200-1** to the spare device **500**. When the switching unit **106** receives the switching instruction of the job execution device from the base unit **104**, this switches the job execution device from the virtual machine **200-1** to the spare device **500**.

Then, the base unit **104** instructs the virtual machine managing unit **108** through the controller **105** to stop the virtual machine **200-1**. When the virtual machine managing unit **108** receives the instruction to stop the virtual machine **200-1**, this stops the operation of the virtual machine **200-1**.

The base unit **104** receives a result of execution of the instruction output to the controller **105** by the controller **105** and notifies the GUI or the CLI of the terminal device of the normal termination of the instruction and the occurrence of an error upon execution of the instruction. The base unit **104** executes post-command processing being post-processing of the error occurring upon the execution of the instruction.

Meanwhile, the controller **105** of the operation management base unit **102** controls the saving/copying unit **107** and communicates with the virtual machine managing unit **108** according to the instruction output from the base unit **104** as described above.

Effect of First Embodiment

As described above, in the first embodiment, when the hardware failure occurs in the operation device **400**, the provisional job executing unit **200-2** of the virtual machine **200-1** is allowed to temporarily execute the job until the setup of the spare device **500** as an alternative job execution device is completed. The operation of the virtual machine **200-1** is started in a short time by the shift from the suspending state to the operating state. Therefore, it is possible to improve continuity of the job by preventing the execution of the job from being stopped by the hardware failure of the operation device **400** and to improve reliability of a redundant configuration of the job execution device in which the spare device **500** is associated with the operation device **400**.

[b] Second Embodiment

Configuration of Operation Management Server According to Second Embodiment

FIG. 2 is a functional block diagram illustrating a configuration of the operation management server according to a second embodiment. As illustrated in FIG. 2, an operation management server **100a** according to the second embodiment is connected to a spare server **200a** in which VM guests **200a1-1** to **200an-1** (n is a natural number) being the virtual machines may operate.

A common storage **300a** is connected to the operation management server **100a** via a local area network (LAN). An operation server **400a** for executing the job is connected to the operation management server **100a**. Meanwhile, the spare server **200a** is associated with the operation server **400a** as the redundant configuration. In the second embodiment, it is assumed that the operation server **400a** is a failed server in which the hardware failure occurs.

The common storage **300a** is a memory device associated with the operation management server **100a**. The common storage **300a** stores the job execution environment including the OS and the application of the job executed in the operation server **400a** as the backup image. Meanwhile, the common storage **300a** is accessed by an image controller **107a** and a host OS unit **108a1** of a VM host **108a** operating on the virtualization software to be described later.

Meanwhile, as in the first embodiment, although the operation server **400a**, the spare server **200a**, and the VM guests **200a1-1** to **200an-1** operating on the spare server **200a** correspond one-to-one to each other also in the second embodiment, there is no limitation.

The second embodiment merely describes an example of a combination of the spare server **200a** associated with the operation server **400a** and the VM guests **200a1-1** to **200an-1**. One spare server may be associated with a plurality of operation servers. Meanwhile, one operation server is associated with one VM operating on the spare server.

The operation management server **100a** includes a resource coordinator unit **101a**, the VM host **108a** of a virtual computer system **Sa**, and a user request managing unit **109a** for managing the user request from the terminal device of the user not illustrated.

The resource coordinator unit **101a** operates by the operation of the software referred to as the resource coordinator. The resource coordinator unit **101a** includes a resource coordinator base unit **102a**, a network controller **106a**, and the image controller **107a**. The resource coordinator base unit **102a** includes a SNMP analyzing unit **103a**, a base unit **104a**, and a controller **105a**.

In the second embodiment, the VM host **108a** operates on the operation management server **100a**, and on the other hand, the VM guests **200a1-1** to **200an-1** operate on the spare server **200a** being hardware different from the operation management server **100a**. In other words, the virtual computer system **Sa** includes the VM host **108a** operating on the operation management server **100a** and the VM guests **200a1-1** to **200an-1** operating on the spare server **200a**. The VM guests **200a1-1** to **200an-1** are connected to the operation management server **100a** via a virtual local area network (ULAN).

Meanwhile, a LAN switch **600a** for transmitting the user request from the terminal device of the user not illustrated to the operation server **400a** or the spare server **200a** and to the user request managing unit **109a** is connected to the operation management server **100a**. The LAN switch **600a** switches to any one of the operation server **400a**, the VM guest associated with the operation server **400a**, and the spare server **200a** according to the instruction from the network controller **106a** to transmit the user request.

The SNMP analyzing unit **103a** of the resource coordinator base unit **102a** receives the SNMP trap transmitted from the

blade server included in the operation server **400a** or the hardware being the chassis. Then, the SNMP analyzing unit **103a** analyzes the received SNMP trap and specifies the type of an event occurring in the operation server **400a** to notify the base unit **104a** of the same. In the second embodiment, the type of the event is the hardware failure information.

The base unit **104a** of the resource coordinator base unit **102a** receives various commands input from the GUI or the CLI of the terminal device not illustrated of a manager of the operation management server **100a**. Then, the base unit **104a** outputs an instruction to the controller **105a** according to a result of analysis of the received various commands.

Specifically, in the second embodiment, the base unit **104a** instructs the controller **105a** to associate the spare server **200a** with the operation server **400a** according to the operation of the setting of the spare server input from the GUI or the CLI of the terminal device. The controller **105a** records correspondence relationship between the operation server **400a** and the spare server **200a** in a "spare server table" stored in a spare server table storing unit.

The base unit **104a** instructs the image controller **107a** through the controller **105a** to save and copy the backup image of the operation server **400a** to the common storage **300a**. The image controller **107a** saves and copies the backup image of the operation server **400a** to the common storage **300a** according to the instruction from the controller **105a**. The controller **105a** associates the file name of the backup image with the operation device **400** to record in the "spare server table".

Meanwhile, the controller **105a** receives the instruction from the base unit **104a** in the resource coordinator base unit **102a** to control the image controller **107a** and communicate with the host OS unit **108a1** of the VM host. The image controller **107a** operates by the operation of the image control software. The image controller **107a** receives the instruction from the controller **105a** in the resource coordinator unit **101a** to perform the image backup and the restoration of the OS for the device to be managed by the operation management server **100a**. In the second embodiment, the device to be managed by the operation management server **100a** is the operation server **400a** and the spare server **200a**.

The base unit **104a** instructs the VM host **108a** through the controller **105a** to start the VM guest in which the backup image saved and copied to the common storage **300a** operates on the spare server **200a**. The VM host **108a** starts the VM guest in which the backup image operates on the spare server **200a** according to the instruction from the controller **105a**.

Meanwhile, the VM guests **200a1-1** to **200an-1** include provisional job OS units **200a1-3** to **200an-3** and job application executing units **200a1-2** to **200an-2**, respectively, for executing the backup image corresponding to a plurality of operation servers. The "job app" is an abbreviated form of the "job application" and is software for processing the job executed in each operation server. The start of the job application executing units **200a1-2** to **200an-2** is controlled by each of the provisional job OS units **200a1-3** to **200an-3**.

Meanwhile, the host OS unit **108a1** of the VM host **108a** starts the VM guest **200ai-1** (i is a natural number not larger than n) associated with the operation server **400a** on the spare server **200a**. The start of the VM guest **200ai-1** is intended to mean the start of the provisional job OS unit **200ai-3** based on the backup image associated with the operation server **400a** stored in the common storage **300a**.

The provisional job OS unit **200ai-3** starts the job application on the VM guest **200ai-1** based on the backup image associated with the operation server **400a** stored in the common storage **300a** after the start. The job application execut-

ing unit **200ai-2** operates by operation of the job application. Thereafter, the host OS unit **108a1** shifts the VM guest **200ai-1** to the suspending state. At that time, together with the shift of the VM guest **200ai-1** to the suspending state, the job application executing unit **200ai-2** also shifts to the suspending state. When the shift of the VM guest **200ai-1** to the suspending state is normally completed, the host OS unit **108a1** notifies the controller **105a** of the normal completion.

The base unit **104a** judges whether the hardware failure occurs in the operation server **400a** based on an analysis result of the SNMP trap transmitted from the hardware of the operation server **400a** by the SNMP analyzing unit **103a**. When it is judged that the hardware failure occurs, the base unit **104a** instructs the host OS unit **108a1** through the controller **105a** to release the suspending state of the VM guest **200ai-1** and shift the same to the operating state.

When the host OS unit **108a1** receives the instruction from the controller **105a** to shift the VM guest **200ai-1** to the operating state, this releases the suspending state of the VM guest **200ai-1** and shifts the same to the operating state. In this manner, in the VM guest **200ai-1**, the job application executing unit **200ai-2** and the provisional job OS unit **200ai-3** for executing the backup image operate.

Then, the base unit **104a** instructs the network controller **106a** to switch the job execution device from the operation device **400** to the VM guest **200ai-1** such that the job application executing unit **200ai-2** takes over the job in the operation server **400a** to execute. When the network controller **106a** receives the switching instruction of the job execution device from the base unit **104a**, this switches the job execution device from the operation server **400a** to the VM guest **200ai-1**.

Then, the base unit **104a** instructs the controller **105a** to set up the spare server **200a**. The controller **105a**, which receives the instruction to set up the spare server **200a**, instructs the image controller **107a** to copy the backup image of the operation server **400a** to the spare server **200a**.

When the image controller **107a** receives the instruction to copy the backup image, this copies the backup image of the operation server **400a** to the spare server **200a**. When the copy of the backup image of the operation server **400a** to the spare server **200a** is completed, the controller **105a** starts the application of the job and the OS included in the backup image. When the start of the application of the job and the OS is normally completed in the spare server **200a**, the controller **105a** notifies the base unit **104a** of the normal completion.

When the base unit **104a** is notified of the normal completion of the start of the application of the job and the OS in the spare server **200a**, this instructs the network controller **106a** to switch the job execution device from the VM guest **200ai-1** to the spare server **200a**. When the network controller **106a** receives the switching instruction of the job execution device from the base unit **104a**, this switches the job execution device from the VM guest **200ai-1** to the spare server **200a**.

Then, the base unit **104a** instructs the host OS unit **108a1** of the VM host **108a** through the controller **105a** to stop the VM guest **200ai-1**. When the host OS unit **108a1** receives the instruction to stop the VM guest **200ai-1**, this stops the operation of the VM guest **200ai-1**.

The base unit **104a** receives a result of execution of the instruction output to the controller **105a** by the controller **105a** and notifies the GUI or the CLI of the terminal device of the normal termination of the instruction and the occurrence of the error upon the execution of the instruction. The base unit **104a** executes the post-command processing being the post-processing of the error occurring upon the execution of the instruction. Meanwhile, the controller **105a** of the

resource coordinator base unit **102a** controls the image controller **107a** and communicates with the VM host **108a** according to the instruction output from the base unit **104a** as described above.

The user request managing unit **109a** temporarily stocks the user request when switching the job execution device from the VM guest **200ai-1** to the spare server **200a** in the resource coordinator unit **101a**. In other words, the user request is stocked from start to completion of the switching of the job execution device from the VM guest **200ai-1** to the spare server **200a**.

When the switching of the job execution device to the spare server **200a** is completed, the stocked user request is transmitted to the spare server **200a**. In this manner, by the user request managing unit **109a**, processing contradiction of the user request, for example, wrong order of the processing and omission of the process of the processing request, which might occur when switching the job execution device from the VM guest **200ai-1** to the spare server **200a**, may be prevented.

Spare Server Table

FIG. 3 is a view illustrating the spare server table according to the second embodiment. The spare server table is generated when the resource coordinator is installed into the operation management server **100a** and is stored in the spare server table storing unit **105a1**. A record is added at timing when the manager of the operation management server **100a** performs spare server setting operation to associate the spare server **200a** with the operation server **400a**.

The spare server table includes items such as a spare server name, an original server name before switching, a backup image name and a provisional operation flag. The original server name before switching is information to identify the operation server, which executes the job. The spare server name is a name to identify the spare server associated with the operation server.

The backup image name is a file name to identify the backup image saved and copied from the operation server **400a** to the common storage **300a** when the spare server setting operation is performed by the manager of the operation management server **100a**. The provisional operation flag is a flag set to "TRUE" when the start of the VM guest **200ai-1** is successful based on the backup image and the provisional job OS unit **200ai-3** is able to be shifted to the suspending state. It is possible to judge whether the provisional job OS unit **200ai-3** is in the suspending state by the provisional operation flag.

As illustrated in FIG. 3, for example, it is understood that the name of the operation server corresponding to the spare server of which spare server name is "spare_server01" is "server01", the backup image of the "server01" is "backup_imageA", and the provisional operation flag is "TRUE".

Outline of Management Method of User Request in User Request Managing Unit

FIG. 4 is a view illustrating an outline of a management method of the user request in the user request managing unit according to the second embodiment. As illustrated in the drawing, assume that request 001, request 002, request 003, request 004, and request 005 sequentially arrive at the LAN switch **600a** as the user requests to the operation server **400a** (server01) after the occurrence of the hardware failure in the operation server **400a**.

When the hardware failure occurs in the operation server **400a**, the VM guest **200ai-1** operates as the job execution device, so that the user request is transmitted to the VM guest **200ai-1**. In FIG. 4, the request 001 and the request 002 are transmitted to the provisional job OS unit **200ai-3** of the VM

11

guest **200ai-1**. The provisional job OS unit **200ai-3** manages the request 001 and the request 002 as waiting requests and allows the job application executing unit **200ai-2** to sequentially execute the processing.

When the setup of the spare server **200a** of the operation server **400a** is started, the LAN switch **600a** stops transmitting the user request to the VM guest **200ai-1**. Afterward, the LAN switch **600a** transmits the request 003, the request 004, and the request 005 to the user request managing unit **109a**.

Meanwhile, the user request managing unit **109a** manages the user request for each operation server. Then, the user request managing unit **109a** suspends request transmission to the spare server **200a** until the processing of the request 001 and the request 002 in the job application executing unit **200ai-2** is completed. In this manner, the processing contradiction of the user request, for example, the wrong order of the processing and the omission of the process of the processing request, which might occur when switching the job execution device from the VM guest **200ai-1** to the spare server **200a**, may be prevented.

Definition File of VM Guest

FIG. 5 is a view illustrating a definition file of the VM guest according to the second embodiment. The definition file of the VM guest is managed by the host OS unit **108a1** of the VM host **108a** for each VM guest. As illustrated in FIG. 5, the definition file of the VM host includes items such as "name" indicating a VM guest name, "maxmem" indicating a maximum amount of a memory assigned to the VM guest, and "memory" indicating an amount of the memory assigned to the VM guest.

The definition file of the VM guest includes an item "disk" indicating the file name of the backup image of the OS and the job application executed in the VM guest. Meanwhile, although not illustrated, the definition file of the VM guest may include the item to define an assigned amount of the CPU, a magnetic disk device and another computer hardware resource in addition to the items "maxmem" and "memory".

As illustrated in FIG. 5, according to the definition file of the VM guest, it is defined that the VM guest of which "name" is "rhel53" is created based on the backup image of which "disk" is "backup_imageA", for example. Also, the "maxmem" and the "memory" of the VM guest "rhel53" created based on the backup image of which "disk" is "backup_imageA" are 1024 Mbytes and 1024 Mbytes, respectively.

Meanwhile, as is to be described later, when the setup and the start of the spare server **200a** are not normally completed, the VM guest continuously processes the job as the job execution device. In this case, in consideration of processing load of the VM guest, the assigned amount of the computer hardware resource including the "maxmem" and the "memory" is increased. In this case, a set value of the relevant item of the definition file of the VM guest is rewritten. In this manner, it is possible to improve processing performance of the VM guest, thereby preventing the trouble in the execution of the job from occurring when the VM guest continues executing the job as the job execution device.

Outline of Process according to Second Embodiment

FIG. 6 is a view illustrating an outline of the process according to the second embodiment. As illustrated in FIG. 6, the operation management server **100a** first accepts the setting operation of the spare server input to a terminal device **700a** by the manager (step S11). Subsequently, the operation management server **100a** copies the backup image of the provisional job OS to the common storage **300a** (step S12).

Subsequently, the operation management server **100a** accepts update operation of the backup image input to the

12

terminal device **700a** by the manager (step S13). Subsequently, the operation management server **100a** updates the backup image of the common storage **300a** by a newest backup image of the operation server **400a** (step S14).

Subsequently, the operation management server **100a** accepts notification of the event of server failure from the operation server **400a** (step S15). Subsequently, the operation management server **100a** switches an executing subject of the job to the provisional job OS based on the newest backup image updated at step S14 (step S16). At that time, the job executing subject is switched from the operation server **400a** to the provisional job OS.

Subsequently, the operation management server **100a** accepts preparation completion notification of the takeover of the job of the spare server **200a** (step S17). Subsequently, the operation management server **100a** switches the job executing subject from the provisional job OS to the spare server **200a** (step S18). After that time point, the job executing subject is switched from the provisional job OS to the spare server **200a**.

Procedure of Provisional Job Preparation Process According to Second Embodiment

FIG. 7 is a flowchart illustrating a procedure of a provisional job preparation process according to the second embodiment. The provisional job preparation process is a process to create the VM guest, which takes over the job of the operation server **400a** under the management of the virtualization software, in advance and start the same to set to the suspending state in which the job may be immediately taken over from the operation server.

Assumption of execution of the procedure of the provisional job preparation process is as follows. When the manager inputs the setting operation of the spare server from the GUI or the CLI of the terminal device, this selects to perform the provisional operation of the job by the guest when the hardware failure occurs in the operation server **400a**. The virtualization software is installed in advance into the operation management server **100a** and the host OS of the VM host, which may communicate with the resource coordinator unit **101a**, operates.

The backup image requested for starting the provisional job OS is already obtained from the operation server **400a**. Also, a sufficient resource is available for starting the provisional job OS under the virtualization software. Also, under the virtualization software, the resource assigned to the VM guest in the suspending state may be freely reassigned to another VM guest.

As illustrated in FIG. 7, in the resource coordinator unit **101a**, the base unit **104a** of the resource coordinator unit **101a** first accepts the spare server setting operation from the manager (step S101). Subsequently, the controller **105a** sets the operation server name, the spare server name associated with the operation server and the file name of the corresponding backup image in the operation server table (not illustrated) managed in the controller **105a** (step S102). Meanwhile, the operation server name, the spare server name associated with the operation server, and the file name of the corresponding backup image are referred to as spare server information.

Subsequently, the controller **105a** obtains the spare server information from the operation server table (step S103). Subsequently, the controller **105a** adds the spare server information obtained at step S103 to the spare server table (step S104).

Subsequently, the base unit **104a** performs a prohibition process of the operation to the spare server **200a** corresponding to the spare server information added to the spare server table at step S103 (step S105). Herein, the operation to the

13

spare server is intended to mean various operations performed by the resource coordinator unit **101a** for the spare server. Subsequently, the controller **105a** requests the virtual computer system **Sa** to register the spare server **200a** under the management of the virtualization software (step **S106**).

Subsequently, the host OS unit **108a1**, which receives the registration request of the spare server **200a** under the management of the virtualization software from the controller **105a**, registers the spare server **200a** as a physical resource available in the virtual computer system **Sa** (step **S301**). In other words, a managing subject of the spare server **200a** is changed from the resource coordinator unit **101a** to the host OS unit **108a1**. This is because it is required that one hardware be managed by one managing subject in a unified manner.

Subsequently, the controller **105a** of the resource coordinator unit **101a** requires the host OS unit **108a1** of the VM host **108a** to create the VM guest (step **S107**). Subsequently, the host OS unit **108a1** of the virtual computer system **Sa**, which receives the request to create the VM guest, creates the definition file of the VM host required for starting the VM host (step **S302**).

Subsequently, the host OS unit **108a1** copies the backup image of the operation server **400a** stored in the common storage **300a** to the spare server **200a** as the provisional job OS (guest OS) (step **S303**). Subsequently, the host OS unit **108a1** creates the VM guest based on the definition file of the VM guest created at step **S302** and the backup image copied at step **S303** (step **S304**).

Subsequently, the controller **105a** of the resource coordinator unit **101a** requires the host OS unit **108a1** of the VM host **108a** to start the provisional job OS and to suspend the VM guest (step **S108**).

Subsequently, the host OS unit **108a1** of the VM host **108a**, which receives the request to start the provisional job OS and to suspend the VM guest, starts the provisional job OS (step **S305**). Subsequently, the host OS unit **108a1** shifts the VM guest in which the provisional job OS is started to the suspending state (step **S306**). The host OS unit **108a1** notifies the controller **105a** of the resource coordinator unit **101a** of a processing result at step **S306**. Meanwhile, the processes at steps **S305** and **S306** are referred to as setting of the provisional job OS.

Subsequently, the controller **105a** of the resource coordinator unit **101a** judges whether the setting of the provisional job OS is successful based on the processing result at step **S306** from the host OS unit **108a1** (step **S109**). When it is judged that the setting of the provisional job OS is successful (step **S109**: YES), the procedure shifts to step **S110**, and when it is not judged that the setting of the provisional job OS is successful (step **S109**: NO), the provisional job preparation process is terminated.

At step **S110**, the controller **105a** turns on (sets to true) the provisional operation flag of the spare server **200a** in the spare server table. When the process at step **S110** is terminated, the provisional job preparation process is terminated.

Sequence Diagram Illustrating Provisional Job Preparation Process

FIG. 8 is a sequence diagram illustrating the provisional job preparation process according to the second embodiment. As illustrated in the drawing, the request of the setting operation of the spare server input to the terminal device **700a** of the manager of the operation management server **100a** is first transmitted to the base unit **104a** of the resource coordinator unit **101a** (step **S111**).

Subsequently, the base unit **104a** receives the request of the setting operation of the spare server received from the termi-

14

nal device **700a** and registers the same in a queue (request queuing) (step **S112**). Subsequently, the base unit **104a** outputs a storing request of the spare server information to the controller **105a** (step **S113**).

Subsequently, the controller **105a** sets the spare server information in the spare server table according to the storing request of the spare server information input from the base unit **104a** (step **S114**). Subsequently, the controller **105a** sets attribution of change prohibition of the spare server information in the spare server table (step **S115**). After step **S115**, the spare server information set in the spare server table at step **S114** cannot be changed.

Subsequently, the controller **105a** confirms with the VM host **108a** whether the resource to create the VM guest in the spare server **200a** is sufficient (step **S116**). Subsequently, the controller **105a** requires the VM host **108a** to create the definition file of the VM guest (step **S117**). Subsequently, the VM host **108a**, which receives the request to create the definition file of the VM guest from the controller **105a**, creates the definition file and stores the same in the common storage **300a** (step **S118**).

Subsequently, the controller **105a** requires the VM host **108a** to create the VM guest (step **S119**). Subsequently, the VM host **108a**, which receives the request to create the VM guest from the controller **105a**, stores the backup image of the operation server **400a** in the common storage **300a** (step **S120**).

Subsequently, the VM host **108a** creates the VM guest **200ai-1** (*i* is a natural number not larger than *n*), i.e., the provisional job OS on the spare server **200a** (step **S121**). Subsequently, the controller **105a** of the resource coordinator unit **101a** requires the VM host **108a** to start the provisional job OS created on the spare server **200a** and to suspend the started provisional job OS (step **S122**).

Subsequently, the VM host **108a**, which receives the request to start the provisional job OS created on the spare server **200a** and to suspend the started provisional job OS, starts the provisional job OS (step **S123**). Subsequently, the VM host **108a** shifts the started provisional job OS to the suspending state (step **S124**).

Subsequently, when the process at step **S124** is normally terminated, the controller **105a** of the resource coordinator unit **101a** turns on the provisional flag corresponding to the relevant spare server information in the spare server table (step **S125**). Then, the controller **105a** notifies the base unit **104a** of the normal termination of the process at step **S124**, that is to say, notifies the base unit **104a** the normal termination of the setting of the provisional job OS (step **S126**). Then, the base unit **104a** outputs a completion message to notify the normal termination of the setting of the provisional job OS to the terminal device **700a** (step **S127**).

On the other hand, when the process at step **S124** is abnormally terminated, the controller **105a** of the resource coordinator unit **101a** requires the VM host **108a** to delete the VM guest **200ai-1** created at step **S121** (step **S128**). Then, the VM host **108a** deletes the VM guest **200ai-1** (step **S129**).

Subsequently, the controller **105a** notifies the base unit **104a** of the abnormal termination of the process at step **S124**, that is to say, the abnormal termination of the setting of the provisional job OS (step **S130**). Then, the base unit **104a** outputs an abnormal termination message to notify the abnormal termination of the setting of the provisional job OS to the terminal device **700a** (step **S131**).

When the process at step **S124** is normally terminated, the spare server **200a** in which the provisional job OS operates is prepared as the job execution device capable of immediately

15

taking over the execution of the job upon the occurrence of the failure of the operation server **400a**.

Procedure of Provisional Job Environment Update Process According to Second Embodiment

FIG. 9 is a flowchart illustrating a procedure of a provisional job environment update process according to the second embodiment. The provisional job environment update process is a process to reflect change in the job execution environment by software update represented by patch application to the OS and the job application of the operation server **400a** to the backup image. Meanwhile, addition and deletion of the hardware resource of the operation server **400a**, the spare server **200a**, and the operation management server **100a** are not objects of the provisional job environment update process. Assumption of execution of the provisional job environment update process is identical to that of the provisional job preparation process illustrated in FIG. 7.

As illustrated in FIG. 9, in the resource coordinator unit **101a**, the base unit **104a** of the resource coordinator unit **101a** first accepts an image backup operation of the job execution environment of the operation server **400a** input by the manager to the terminal device **700a** (step S141).

Subsequently, the image controller **107a** restarts the operation server **400a**, which is the object of the image backup (step S142). Subsequently, the image controller **107a** copies the backup image of the operation server **400a** to the common storage **300a** (step S143).

Subsequently, the controller **105a** judges whether there is difference between the backup image copied to the common storage **300a** in the process at step S143 and the backup image copied to the common storage **300a** by the previous process (step S144). When it is judged that there is the difference between the backup images copied to the common storage **300a** (step S144: YES), the procedure shifts to step S145, and when it is not judged that there is the difference (step S144: NO), the provisional job environment update process is terminated.

At step S145, the controller **105a** requires the host OS unit **108a1** of the VM host **108a** of the virtual computer system Sa to restructure the provisional job environment, that is to say, the VM guest **200ai-1** including the guest OS and the job application.

The host OS unit **108a1** of the virtual computer system Sa, which receives the request to restructure the provisional job environment from the controller **105a** of the resource coordinator unit **101a**, rewrites the existing definition file of the VM guest of the VM guest **200ai-1** (step S311).

Subsequently, the host OS unit **108a1** deletes the existing provisional job OS (guest OS) of the VM guest **200ai-1** (step S312). Then, the host OS unit **108a1** deletes the existing VM guest **200ai-1** (step S313). Then, the host OS unit **108a1** copies the backup image created at step S143 to the common storage **300a** as the provisional job OS (guest OS) (step S314). Then, the host OS unit **108a1** re-creates the VM guest **200ai-1** based on the backup image created at step S143 (step S315).

When the VM guest **200ai-1** is re-created at step S315, the controller **105a** of the resource coordinator unit **101a** requires the host OS unit **108a1** to start the provisional job OS and to shift the VM guest to the suspending state (step S146).

The host OS unit **108a1**, which receives the request to start the provisional job OS and to shift the VM guest to the suspending state from the controller **105a**, starts the provisional job OS copied to the spare server **200a** at step S314 (step S316). Then, the host OS unit **108a1** shifts the VM guest **200ai-1** re-created at step S315 to the suspending state (step S317).

16

Following the process at step S317, the controller **105a** judges whether the setting of the provisional job OS, that is to say, the start of the provisional job OS and the shift of the VM guest **200ai-1** to the suspending state are successful in the spare server **200a** (step S147). When it is judged that the setting of the provisional job OS is successful (step S147: yes), the provisional job environment update process is terminated, and when it is not judged that the setting of the provisional job OS is successful (step S147: NO), the procedure shifts to step S148. At step S148, the controller **105a** turns off the provisional operation flag corresponding to the spare server **200a** in the spare server table.

Meanwhile, the provisional job environment update process is performed upon acceptance of the image backup operation of the job execution environment of the operation server **400a** input by the manager to the terminal device **700a**. However, the process is not limited to this and may be performed according to job schedule set in the operation management server **100a**. In a case of a configuration in which the software update of the operation server **400a** is automatically performed, the provisional job environment update process may be automatically performed after the software update.

Sequence Diagram Illustrating Provisional Job Environment Update Process According to Second Embodiment

FIG. 10 is a sequence diagram illustrating the provisional job environment update process according to the second embodiment. As illustrated in the drawing, the request of the image backup of the operation server **400a** input to the terminal device **700a** of the manager of the operation management server **100a** is first transmitted to the base unit **104a** of the resource coordinator unit **101a** (step S151).

Subsequently, the base unit **104a** outputs an instruction of the image backup of the operation server **400a** to the controller **105a** (step S152). Subsequently, the controller **105a** instructs the image controller **107a** to create the backup image according to the instruction of the image backup input from the base unit **104a** (step S153).

Subsequently, the image controller **107a** restarts the operation server **400a** (step S154). Then, the image controller **107a** confirms the restart of the operation server **400a** (step S155). Then, the image controller **107a** performs a creation process of the backup image of the operation server **400a** (step S156). Then, the image controller **107a** confirms the backup image created from the operation server **400a** (step S157).

Subsequently, the base unit **104a** instructs the controller **105a** to confirm difference between the backup image created at step S156 and the existing backup image (step S158). Subsequently, the controller **105a** judges difference between the backup image created at step S156 and detailed information of the existing backup image stored in the common storage **300a** (step S159).

Subsequently, when it is judged that there is the difference between the backup image created at step S156 and the existing backup image by the controller **105a**, the base unit **104a** instructs the controller **105a** to restructure the provisional job OS (step S160). Subsequently, the controller **105a**, which receives the instruction to restructure the provisional job OS, instructs the VM host **108a** to delete the VM guest **200ai-1** (step S161).

Subsequently, the VM host **108a**, which receives the instruction to delete the VM guest **200ai-1**, rewrites the definition file of the VM guest **200ai-1** (step S162). Then, the VM host **108a** deletes the VM guest **200ai-1** (step S163). Then, the VM host **108a** restructures the definition file of the VM guest **200ai-1** (step S164). Meanwhile, when the process at step S164 is terminated, the VM host **108a** transmits completion notification to the controller **105a**.

17

Subsequently, the controller **105a** instructs the VM host **108a** to copy the backup image created at step **S156** to the common storage **300a** (step **S165**). Subsequently, the VM host **108a** copies the backup image created at step **S156** to the common storage **300a** (step **S166**).

Subsequently, the controller **105a** instructs the VM host **108a** to re-create the VM guest **200ai-1** based on the backup image copied to the common storage **300a** at step **S166** (step **S167**). Subsequently, the VM host **108a** re-creates the VM guest **200ai-1** (step **S168**).

Subsequently, the base unit **104a** instructs the controller **105a** to start the provisional job OS and to suspend the VM guest **200ai-1** (step **S169**). Subsequently, the controller **105a** instructs the VM host **108a** to start the provisional job OS and to suspend the VM guest **200ai-1** (step **S170**).

Subsequently, the VM host **108a** starts the provisional job OS on the VM guest **200ai-1** (step **S171**). Then, the VM host **108a** shifts the VM guest **200ai-1** to the suspending state (step **S172**).

Meanwhile, when the start of the provisional job OS or the shift of the VM guest **200ai-1** to the suspending state, that is to say, the setting of the provisional job OS is abnormally terminated, the base unit **104a** turns off the corresponding provisional operation flag in the spare server table (step **S173**). Then, the base unit **104a** outputs the message of the abnormal termination to the terminal device **700a** (step **S174**). On the other hand, when the setting of the provisional job OS is normally terminated, the base unit **104a** outputs the message of the normal termination to the terminal device **700a** (step **S175**).

Procedure of Provisional Job Start Process According to Second Embodiment

FIG. 11 is a flowchart illustrating a procedure of a provisional job start process according to the second embodiment. The provisional job start process is a process in which the VM guest operating under the management of the virtualization software takes over the job of the operation server **400a**.

Assumption of execution of the provisional job start process is identical to that of the provisional job preparation process illustrated in FIG. 7. As illustrated in FIG. 7, in the resource coordinator unit **101a**, the SNMP analyzing unit **103a** of the resource coordinator unit **101a** first receives the SNMP trap from the failed operation server **400a** or the chassis of the operation server **400a** (step **S181**).

Subsequently, the SNMP analyzing unit **103a** starts a power source disconnection process of the failed operation server **400a** (step **S182**). Subsequently, the controller **105a** refers to the spare server table to judge whether the provisional operation flag corresponding to the operation server **400a** is turned on (step **S183**). When it is judged that the provisional operation flag is turned on (step **S183**: YES), the procedure shifts to step **S184**, and when it is not judged that the provisional operation flag is turned on (step **S183**: NO), the procedure shifts to step **S185**.

At step **S184**, the controller **105a** instructs the host OS unit **108a1** of the VM host **108a** of the virtual computer system Sa to delete the registration of the spare server **200a** from the management of the virtualization software. Then, the host OS unit **108a1** deletes the spare server **200a** from the available physical resource (step **S321**). In other words, in the process at step **S321**, the managing subject of the spare server **200a** is changed from the virtual computer system Sa to the operation management server **100a**.

On the other hand, at step **S185**, the image controller **107a** copies the backup image of the operation server **400a** to the spare server **200a**. Then, the controller **105a** confirms the start of the spare server **200a** (step **S186**). Then, the controller

18

105a instructs the network controller **106a** to switch the VLAN from the operation server **400a** being the failed server to the spare server **200a** (step **S187**). The network controller **106a** controls the LAN switch **600a** to switch the VLAN from the operation server **400a** to the spare server **200a**.

In the virtual computer system Sa, when the process at step **S321** is terminated, the controller **105a** of the resource coordinator unit **101a** requires the VM host **108a** of the virtual computer system Sa to start the provisional job OS (step **S188**). Then, the controller **105a** controls the image controller **107a** to start copying the backup image to the spare server **200a** (step **S189**).

The VM host **108a** first assigns the hardware resource to the provisional job OS to start according to the request from the controller **105a** to start the provisional job OS (step **S322**). Meanwhile, the provisional job OS unit **200ai-3** and the job application executing unit **200ai-2** (i is a natural number not larger than n) operate by the operation of the provisional job OS. Then, the VM host **108a** shifts the provisional job OS to the suspending state (step **S323**). Meanwhile, the start of the provisional job OS and the shift of the provisional job OS to the suspending state are referred to as the setting of the provisional job OS.

Subsequently, the controller **105a** of the resource coordinator unit **101a** judges whether the setting of the provisional job OS is successful in the virtual computer system Sa (step **S190**). When it is judged that the setting of the provisional job OS is successful (step **S190**: YES), the procedure shifts to step **S191**, and when it is not judged that the setting of the provisional job OS is successful (step **S190**: NO), the procedure shifts to step **S192**.

At step **S191**, the controller **105a** instructs the network controller **106a** to switch the VLAN from the operation server **400a** being the failed server to the VM guest **200ai-1** in which the job application executing unit **200ai-2** operates. The network controller **106a** controls the LAN switch **600a** to switch the VLAN from the operation server **400a** to the VM guest **200ai-1**.

On the other hand, at step **S192**, the terminal device **700a** is notified of failure of the setting of the provisional job OS. Then, the terminal device **700a** outputs notification of the failure of the setting of the provisional job OS. When the process at step **S191** or step **S192** is terminated, the provisional job start process is terminated.

Sequence Diagram Illustrating Provisional Job Start Process According to Second Embodiment

FIG. 12 is a sequence diagram illustrating the provisional job start process according to the second embodiment. As illustrated in the drawing, the operation server **400a** being the failed server first transmits the SNMP trap to the SNMP analyzing unit **103a** of the resource coordinator unit **101a** (step **S201**). Subsequently, when the SNMP analyzing unit **103a** receives the SNMP trap, this notifies the base unit **104a** of the failure of the operation server **400a** (step **S202**).

Subsequently, when the base unit **104a** is notified of the failure of the operation server **400a**, this instructs the controller **105a** to switch the server being the job execution device (step **S203**). Subsequently, the controller **105a** turns off the power supply of the operation server **400a** (step **S204**).

Subsequently, the controller **105a** instructs the VM host **108a** to delete the spare server **200a** from the management of the virtualization software when the provisional operation flag corresponding to the operation server **400a** is turned on in the spare server table (step **S205**). The VM host **108a** deletes the spare server **200a** from the management of the virtualization software according to the instruction (step **S206**).

19

Subsequently, the controller **105a** requires the VM host **108a** to start the provisional job OS (step **S207**). Subsequently, the VM host **108a** assigns the hardware resource to the VM guest **200ai-1** (step **S208**). Subsequently, the VM host **108a** shifts the provisional job OS started at step **S208** to the suspending state (step **S209**).

When the processes at step **S208** and step **S209**, that is to say, the setting of the provisional job OS is successful, the controller **105a** instructs the network controller **106a** to switch the VLAN from the operation server **400a** being the failed server to the provisional job OS (step **S210**). On the other hand, when the setting of the provisional job OS is failed, the controller **105a** notifies the terminal device **700a** of the failure of the setting of the provisional job OS (step **S211**).

Then, following step **S210**, the controller **105a** instructs the image controller **107a** to copy the backup image of the operation server **400a** to the spare server (step **S212**). The image controller **107a** copies the backup image to the spare server **200a** according to the instruction (step **S213**).

On the other hand, when the provisional operation flag corresponding to the operation server **400a** is turned off in the spare server table, the controller **105a** instructs the image controller **107a** to copy the backup image of the operation server **400a** to the spare server (step **S214**). The image controller **107a** copies the backup image to the spare server **200a** according to the instruction (step **S215**).

Following the process at step **S215**, the controller **105a** confirms the start of the spare server **200a** (step **S216**). Subsequently, the controller **105a** instructs the network controller **106a** to switch the VLAN from the operation server **400a** being the failed server to the spare server **200a** (step **S217**). The network controller **106a** controls the LAN switch **600a** to switch the VLAN from the operation server **400a** to the spare server **200a**.

Meanwhile, steps **S214** to **S217** are intended to mean that the spare server **200a** is immediately set up when the provisional job OS corresponding to the operation server **400a** is not prepared.

Procedure of Process After Completion of Spare Server Preparation According to Second Embodiment

FIG. 13 is a flowchart illustrating a procedure of a process after completion of spare server preparation according to the second embodiment. The process after the completion of the spare server preparation is a process in which the spare server **200a** takes over the job from the VM guest operating under the management of the virtualization software.

Assumption of execution of the procedure of the process after the completion of the spare server preparation is as follows. The virtualization software is installed into the virtual computer system **Sa** and the host OS, which may communicate with the resource coordinator unit **101a**, exists. Also, the sufficient resource for starting the provisional job OS is available under the management of the virtualization software. Also, in the virtualization software, the resource assigned to the VM guest in the suspending state may be freely reassigned to another VM guest.

As illustrated in FIG. 13, in the resource coordinator unit **101a**, the base unit **104a** first judges whether the preparation of the spare server **200a** of the operation server **400a** is successful (step **S221**). The preparation of the spare server **200a** is intended to mean the copy of the backup image to the spare server **200a**. When it is judged that the preparation of the spare server **200a** is successful (step **S221**: YES), the procedure shifts to step **S222**, and when it is not judged that the preparation of the spare server **200a** is successful (step **S221**: NO), the procedure shifts to step **S226**.

20

At step **S222**, the base unit **104a** confirms the start of the spare server **200a**. Subsequently, the base unit **104a** controls the network controller **106a** and switches the VLAN from the provisional job OS to the user request managing unit **109a** to sort the user request to the user request managing unit **109a** (step **S223**).

Subsequently, the base unit **104a** requires the host OS unit **108a1** of the VM host **108a** to stop the provisional job OS (step **S224**). Subsequently, the controller **105a** instructs the host OS unit **108a1** to wait for the completion of the process of the user request sorted to the provisional job OS (step **S225**). The host OS unit **108a1** of the virtual computer system **Sa** waits for the completion of the process of the user request according to the instruction from the controller **105a**, then shifts the provisional job OS to the suspending state (step **S331**).

Following step **S331**, the user request managing unit **109a** of the resource coordinator unit **101a** transmits the user request accepted after the switching of the VLAN at step **S223** to the spare server **200a** (step **S227**). Subsequently, the base unit **104a** switches the VLAN from the user request managing unit **109a** to the spare server **200a** and sorts the user request to the spare server **200a** (step **S228**). Subsequently, the base unit **104a** allows the terminal device **700a** to display the normal termination of the switching from the operation server **400a** to the spare server **200a** (step **S229**).

On the other hand, at step **S226**, since the setup of the spare server **200a** is not completed, the base unit **104a** requires the VM host **108a** to reset the definition file of the VM guest **200ai-1** such that the provisional job OS may continuously execute the job. Subsequently, the host OS unit **108a1** of the VM host **108a** of the virtual computer system **Sa** changes the definition file of the VM guest **200ai-1** in which the provisional job OS operates (step **S332**). Specifically, the amount of the hardware resource assigned to the VM guest **200ai-1** is increased and processing performance of the VM guest **200ai-1** is improved, for example.

Following step **S332**, the base unit **104a** of the resource coordinator unit **101a** disconnects the power supply of the spare server **200a** (step **S230**). Subsequently, the base unit **104a** allows the terminal device **700a** to display the abnormal termination of the switch from the operation server **400a** to the spare server **200a** (step **S231**).

Sequence Diagram Illustration Process After Completion of Spare Server Preparation According to Second Embodiment

FIG. 14 is a sequence diagram illustrating the process after the completion of the spare server preparation according to the second embodiment. As illustrated in the drawing, the base unit **104a** of the resource coordinator unit **101a** first requests the network controller **106a** to set up the spare server (step **S241**).

Subsequently, the network controller **106a** requires the spare server **200a** to set up the spare server (step **S242**). Subsequently, the spare server **200a** sets up the spare server (step **S243**).

When the process at step **S243** is abnormally terminated, in other words, when the setup of the spare server **200a** is abnormally terminated, the base unit **104a** sets job continuation in the provisional job OS in the controller **105a** (step **S244**).

The controller **105a** requests the VM host **108a** to change the definition file of the VM guest **200ai-1** in which the provisional job OS operates according to the setting of the job continuation in the provisional job OS (step **S245**). The VM host **108a** changes the definition file of the VM guest **200ai-1** according to the request to change the definition file.

21

Subsequently, the base unit **104a** requires the spare server **200a** to disconnect the power supply (step **S246**). The spare server **200a** disconnects the power supply of its own device according to the request to disconnect the power supply (step **S247**). Subsequently, the base unit **104a** confirms the power supply disconnection of the spare server **200a** (step **S248**). Subsequently, the base unit **104a** outputs an abnormal termination message of the switching from the operation server **400a** to the spare server **200a** to the terminal device **700a** (step **S249**).

On the other hand, when the process at step **S243** is normally terminated, in other words, when the setup of the spare server **200a** is normally terminated, the base unit **104a** first confirms the start of the spare server **200a** (step **S250**). Subsequently, the base unit **104a** requests the network controller **106a** to switch the VLAN from the provisional job OS to the spare server **200a** (step **S251**).

Subsequently, the network controller **106a**, which receives the request to switch the VLAN, requires the LAN switch **600a** to switch a destination of the user request from the provisional job OS to the user request managing unit **109a** (step **S252**). The LAN switch **600a** switches the destination of the user request from the provisional job OS to the user request managing unit **109a** according to the request to switch the destination of the user request.

Subsequently, the base unit **104a** requests the controller **105a** to stop the provisional job OS (step **S253**). Subsequently, the controller **105a** instructs the VM host **108a** to wait for the completion of the process of the user request being executed (step **S254**). Subsequently, the VM host **108a** waits for the completion of the process of the user request being executed in the VM guest **200ai-1** (step **S255**).

Subsequently, the controller **105a** requires the VM host **108a** to stop the provisional job OS (step **S256**). Subsequently, the VM host **108a** stops the operation of the provisional job OS in the VM guest **200ai-1** (step **S257**). Subsequently, the base unit **104a** requests the user request managing unit **109a** to execute the user request after the switching of the VLAN at step **S252** (step **S258**).

Subsequently, the user request managing unit **109a** transmits the user request held by the user request managing unit **109a** to the spare server **200a** (step **S259**). The spare server **200a** performs the process of the user request received from the user request managing unit **109a** (step **S260**).

Subsequently, the base unit **104a** requests the network controller **106a** to switch the VLAN from the user request managing unit **109a** to the spare server **200a** such that the subsequent user request is sorted to the spare server **200a** (step **S261**).

The network controller **106a** requires the LAN switch **600a** to switch the destination of the user request (step **S262**). The LAN switch **600a** switches the destination of the user request from the user request managing unit **109a** to the spare server **200a** according to the request to switch the destination of the user request. Subsequently, the base unit **104a** outputs the completion message of the switching from the operation server **400a** to the spare server **200a** to the terminal device **700a** (step **S263**).

Effect of Second Embodiment

As described above, in the second embodiment, when the hardware failure occurs in the operation server **400a**, the VM guest **200ai-1** is allowed to temporarily execute the job until the setup of the spare server **200a** is completed. The operation of the VM guest **200ai-1** is started in a short time by the shift from the suspending state to the operating state. Therefore, the execution of the job is not stopped by the hardware failure of the operation server **400a** and the continuity of the job may

22

be improved and reliability of the redundant configuration of the job execution device in which the spare server **200a** is associated with the operation server **400a** may be improved.

In the second embodiment, a cooperation function with the virtualization software for realizing the virtual computer system and the image control software is added to the resource coordinator. Also, the cooperation function with the resource coordinator is added to the virtualization software for realizing the virtual computer system. Also, the user request managing unit **109a** for temporarily managing the user request originally for the operation server **400a** when switching the job execution device from the VM guest **200ai-1** in which the provisional job OS operates to the spare server **200a** is added to the resource coordinator. In this manner, the reliability of the redundant configuration of the job execution device may be improved at a low cost by adding the function to the resource coordinator and the virtualization software.

Although the first and second embodiments are described above, the disclosed technology is not limited to them and may be carried out in various different embodiments. Especially, the embodiments may be carried out in an appropriated combination without contradiction. Also, the effect described in the embodiments is not limited to this.

Each component of each illustrated device is functionally and conceptually and is not necessarily required to be physically configured as illustrated. A specific mode of distribution or integration of each device is not limited to that illustrated and all or a part of the same may be functionally or physically distributed or integrated in an optional unit according to various loads and using states.

For example, in the first embodiment, the operation managing unit **101** and the virtual machine managing unit **108** may be integrated as one functional unit. Also, the controller **105** may be distributed into a creation instructing unit, a suspension shift instructing unit, and an operation shift instructing unit. Also, in the second embodiment, the resource coordinator unit **101a** and the VM host **108a** may be integrated as one functional unit. Also, the controller **105a** may be distributed into the creation instructing unit, the suspension shift instructing unit, and the operation shift instructing unit.

Herein, the creation instructing unit instructs the virtual machine managing unit **108** to create the virtual machine **200-1** in which the job execution environment saved and copied to the memory device **300** by the saving/copying unit **107** operates on the computer hardware **200**. Alternatively, the creation instructing unit instructs the VM host **108a** to create the VM guest **200ai-1** in which the backup image saved and copied to the common storage **300a** by the image controller **107a** operates on the spare server **200a**.

The operation shift instructing unit instructs the virtual machine managing unit **108** to start the virtual machine **200-1** created on the computer hardware **200** by the virtual machine managing unit **108** according to the instruction of the creation instructing unit and thereafter shift the same to the suspending state. Alternatively, the operation shift instructing unit instructs the VM host **108a** to start the VM guest **200ai-1** created on the spare server **200a** by the VM host **108a** according to the instruction of the creation instructing unit and thereafter shift the same to the suspending state.

The operation shift instructing unit instructs the virtual machine managing unit **108** to shift the virtual machine **200-1** shifted to the suspending state to the operating state in which the provisional job executing unit **200-2** operates when the failure information from the operation device **400** is received. Alternatively, the operation shift instructing unit instructs the VM host **108a** to shift the VM guest **200ai-1** shifted to the suspending state to the operating state in which the provi-

23

sional job OS unit **200ai-3** operates when the failure information from the operation server **400a** is received.

It is also possible to connect the virtual machine managing unit **108** and the VM host **108a** through the network as external devices of the operation management device **100** and the operation management server **100a**. It is also possible that another device has the virtual machine managing unit **108** and the VM host **108a** and the function of the operation management device **100** and the operation management server **100a** is realized by cooperation of the same through the network connection.

It is also possible to realize the operation management method by executing a program in which each process described in the first and second embodiments are prepared in advance by a personal computer and a work station. The program may be distributed through the network represented by the Internet.

The program may be recorded in a computer-readable recording medium represented by a hard disk, a flexible disk, a compact disk read only memory (CD-ROM), a magneto-optical disk (MO), and a digital versatile disk (DVD). The program may be executed by being read from the recording medium by the computer.

The program may also include following each procedure executed by each functional unit. A saving/copying procedure to save and copy the job execution environment operating in the operation device for executing the job to a predetermined memory device executed by the saving/copying unit **107** and the image controller **107a** may be included.

Also, a creation instructing procedure to instruct the virtual machine management device to create the virtual machine in which the job execution environment saved and copied to a predetermined memory device operates on the predetermined computer hardware executed by the controllers **105** and **105a** may be included.

Meanwhile, when there is difference between the job execution environment newly saved and copied to the predetermined memory device and the job execution environment previously saved and copied, the creation instructing procedure deletes the virtual machine in which the job execution environment previously saved and copied operates. Then, the creation instructing procedure may instruct the virtual machine management device to newly create the virtual machine in which the job execution environment newly saved and copied operates on predetermined computer hardware.

It is also possible to include a suspension shift instructing procedure to instruct the virtual machine management device to start the virtual machine created on the predetermined computer hardware and thereafter shift the same to the suspending state executed by the controllers **105** and **105a**.

It is also possible to include a failure information receiving procedure to receive the failure information transmitted from the operation device executed by the failure information receiving unit **103** and the SNMP analyzing unit **103a**. It is also possible to include the operation shift instructing procedure to instruct the virtual machine management device to shift the virtual machine shifted to the suspending state to the operating state in which the job execution environment operates when the failure information is received executed by the controllers **105** and **105a**.

It is also possible to include a switching procedure to switch from the operation device to the virtual machine shifted to the operating state to continue the execution of the job executed by the switching unit **106** and the network controller **106a**. Meanwhile, the switching procedure may switch from the virtual machine to the spare device to continue the

24

execution of the job when the start of the job execution environment is completed in the spare device by the spare device starting procedure.

Also, the switching procedure may suspend switching from the virtual machine to the spare device until the process of the processing request from the terminal device of the user already transmitted to the virtual machine is completed when switching from the virtual machine to the spare device to continue the execution of the job. Also, when the start of the job execution environment is not completed in the spare device, the switching procedure may continue the execution of the job in the virtual machine and instruct the virtual machine management device to preferentially assign the resource of the predetermined computer hardware to the virtual machine.

It is also possible to include a spare device setting procedure to set the spare device for the operation device in the spare device table executed by the controllers **105** and **105a**. It is also possible to include a spare device starting procedure to copy the job execution environment operating in the operation device to the spare device and thereafter start the job execution environment copied to the spare device to start the operation when the failure information is received executed by the controllers **105** and **105a**.

It is also possible to include a processing request managing procedure to temporarily accept and manage the processing request from the terminal device of the user from start to completion of the switching from the virtual machine to the spare device and to transmit the processing request to the spare device when the switching from the virtual machine to the spare device is completed executed by the user request managing unit **109a**.

All examples and conditional language recited herein are intended for pedagogical purposes to aid the reader in understanding the invention and the concepts contributed by the inventor to furthering the art, and are to be construed as being without limitation to such specifically recited examples and conditions, nor does the organization of such examples in the specification relate to a showing of the superiority and inferiority of the invention. Although the embodiments of the present invention have been described in detail, it should be understood that the various changes, substitutions, and alterations could be made hereto without departing from the spirit and scope of the invention.

What is claimed is:

1. A computer-readable, non-transitory medium storing an operation management program causing a computer to execute a process comprising:

copying execution conditions of an operation to a storage device, the operation being executed on a first computer; creating a virtual machine on a second computer and copying the execution conditions of the operation to the second computer; first activating the virtual machine with the execution conditions of the operation on the second computer and making the virtual machine to a suspending state; when receiving failure information of the operation on the first computer, second activating the suspended virtual machine with the execution conditions of the operation, temporarily making the virtual machine take over execution of the operation during copying the execution conditions of the operation to a spare device for the first computer and starting the execution conditions of the operation copied to the spare device to start the operation, and

25

switching from the virtual machine to the spare device to continue execution of the operation when the start of the execution conditions of the operation is completed in the spare device, wherein

the making includes, when the starting of the execution conditions of the operation is not completed in the spare device, continuing the execution of the operation in the virtual machine and increasing an assigned amount of a resource of the second computer to the virtual machine.

2. The computer-readable, non-transitory medium according to claim 1, wherein the process further comprises: setting the spare device for the first computer in a spare device table.

3. The computer-readable, non-transitory medium according to claim 1, wherein

the creating includes, when there is difference between the execution conditions of the operation newly copied to the storage device and the execution conditions of the operation previously copied, deleting the virtual machine with the execution conditions of the operation previously copied from the second computer and newly creating the virtual machine with the execution conditions of the operation newly copied on the second computer.

4. The computer-readable, non-transitory medium according to claim 1, wherein the process further comprises temporarily accepting to- save a processing request from a terminal device of a user from start to completion of switching from the virtual machine to the spare device, and transmitting the processing request to the spare device when the switching from the virtual machine to the spare device is completed.

5. The computer-readable, non-transitory medium according to claim 4, wherein the process further comprises suspending the switching from the virtual machine to the spare device until a process of the processing request from the terminal device of the user already transmitted to the virtual machine is completed when switching from the virtual machine to the spare machine to continue execution of the operation.

6. The computer-readable, non-transitory medium according to claim 1, wherein the process further includes creating a virtual machine management device that executes the creating, the first activating and the second activating.

7. An operation management device, comprising:

a processor coupled to a memory, wherein the processor is configured to manage operation of a device by executing a process including:

copying execution conditions of an operation to a storage device, the operation being executed on a first computer; creating a virtual machine on a second computer and copying the execution conditions of the operation to the second computer;

first activating the virtual machine with the execution conditions of the operation on the second computer and making the virtual machine to a suspending state;

when receiving failure information of the operation on the first computer, second activating the suspended virtual machine with the execution conditions of the operation, temporarily making the virtual machine take over execution of the operation during copying the execution conditions of the operation to a spare device for the first computer and starting the execution conditions of the operation copied to the spare device to start the operation, and

26

switching from the virtual machine to the spare device to continue execution of the operation when the start of the execution conditions of the operation is completed in the spare device, wherein

when the starting of the execution conditions of the operation is not completed in the spare device, the making includes continuing the execution of the operation in the virtual machine and increasing an assigned amount of a resource of the second computer to the virtual machine.

8. The operation management device according to claim 7, the process further comprising: setting the spare device for the first computer in a spare device table.

9. The operation management device according to claim 7, wherein

when there is difference between the execution conditions of the operation newly copied to the storage device and the execution conditions of the operation previously copied, the creating includes deleting the virtual machine with the execution conditions of the operation previously copied from the second computer and newly creating the virtual machine with the execution conditions of the operation newly copied on the second computer.

10. The operation management device according to claim 7, the process further comprising temporarily accepting to save a processing request from a terminal device of a user from start to completion of switching from the virtual machine to the spare device, and transmitting the processing request to the spare device when the switching from the virtual machine to the spare device is completed.

11. The operation management device according to claim 10, wherein

the process further comprises suspending the switching from the virtual machine to the spare device until a process of the processing request from the terminal device of the user already transmitted to the virtual machine is completed when switching from the virtual machine to the spare machine to continue execution of the operation.

12. An operation management method performed by an operation management device for managing operation of a device, comprising:

copying execution conditions of an operation to a storage device, the operation being executed on a first computer; creating a virtual machine on a second computer and copying the execution conditions of the operation to the second computer;

first activating the virtual machine with the execution conditions of the operation on the second computer and making the virtual machine to a suspending state;

when receiving failure information of the operation on the first computer, second activating the suspended virtual machine with the execution conditions of the operation, temporarily making the virtual machine take over execution of the operation during copying the execution conditions of the operation to a spare device for the first computer and starting the execution conditions of the operation copied to the spare device to start the operation, and

switching from the virtual machine to the spare device to continue execution of the operation when the start of the execution conditions of the operation is completed in the spare device, wherein

the making includes, when the starting of the execution conditions of the operation is not completed in the spare device, continuing the execution of the operation in the

virtual machine and increasing an assigned amount of a resource of the second computer to the virtual machine.

13. The operation management method according to claim 12, further comprising:

setting the spare device for the first computer in a spare device table. 5

14. The operation management method according to claim 12, wherein,

the creating includes, when there is difference between the execution conditions of the operation newly copied to the storage device and the execution conditions of the operation previously copied, deleting the virtual machine with the execution conditions of the operation previously copied from the second computer and newly creating the virtual machine with the execution conditions of the operation newly copied on the second computer. 10 15

15. The operation management method according to claim 12, further comprising temporarily accepting to save a processing request from a terminal device of a user from start to completion of switching from the virtual machine to the spare device, and transmitting the processing request to the spare device when the switching from the virtual machine to the spare device is completed. 20

16. The operation management method according to claim 15, further comprising suspending the switching from the virtual machine to the spare device until a process of the processing request from the terminal device of the user already transmitted to the virtual machine is completed when switching from the virtual machine to the spare machine to continue the execution of the operation. 25 30

* * * * *